

Appendix B

Data Collection Instruments

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Data Collection Instruments

1. Instrument for Telephone Interview with Local Office Supervisors
2. Instrument for Telephone Interview with Local Office Caseworkers
3. Instrument for Local Office Observations

SURVEY OF FOOD STAMP PROGRAM PROCESSES

SUPERVISOR SURVEY

Prepared for:

Economic Research Service
U.S. Department of Agriculture
Washington, DC

Prepared by:

Health Systems Research, Inc.
Washington, DC
Under Subcontract with Abt Associates

January 9, 2000

INTRODUCTION

Thank you for participating in this survey of Food Stamp Program processes.

My name is _____ and I am with Health Systems Research in Washington, D.C. We are conducting this survey with local offices in 40 States around the country to find out about how people learn about the Food Stamp Program, the different ways they become food stamp participants, and what happens once they begin to participate in the program. This survey is being conducted as part of a larger study on the Food Stamp Program for the U.S. Department of Agriculture. We obtained a list of supervisors from the director of your office and selected you to be interviewed because of the types of workers you supervise and because of your experience.

Your answers during this interview will be kept confidential. Your name and office will not be identified with any answers you give. Your answers to the questions will be grouped with other offices around the country and no information will be published on responses that could identify particular individuals or particular offices.

The Office of Management and Budget Control number for this information collection is 0536-0053.

INTERVIEWER PROVIDE A DIFFERENT LENGTH OF INTERVIEW ESTIMATE IF YOU EXPECT IT TO BE DIFFERENT BECAUSE OF THE NUMBER OF QUESTIONS YOU NEED TO ASK.

The interview should take approximately one hour. Do you have any questions before we begin?

RESPONDENT INFORMATION SHEET

OFFICE LOCATION (CITY, STATE) : _____

AGENCY NAME: _____

OFFICE CODE NUMBER: _____

RESPONDENT NAME: _____

TELEPHONE NUMBER: _____ FAX NUMBER: _____

RESPONDENT CODE NUMBER:

DATE OF INTERVIEW: |_|_| |_|_| 20|_|_|
 MONTH DAY YEAR

TIME INTERVIEW BEGAN: |_|_|:|_|_| AM...01
 PM....02

IMPORTANT NOTE TO INTERVIEWERS: INSTRUCTIONS AND RESPONSES IN ALL CAPS ARE NOT READ TO THE RESPONDENT.

A. SUPERVISOR EXPERIENCE AND WORKER RESPONSIBILITIES

INTERVIEWER: A1 AND A2 WILL NEED TO HAVE BEEN FILLED OUT BEFORE YOU BEGIN AN INTERVIEW. (EXCEPT WHERE NOTED, MORE THAN ONE CHOICE CAN BE CHECKED).

I would like to begin by confirming information we obtained from your office director.

A1. Our information indicates that you supervise workers who serve the following types of clients:
[READ CHECKED RESPONSES-- MORE THAN ONE CAN BE CHECKED]

- | | |
|--|---|
| <input checked="" type="checkbox"/> TANF food stamp cases | <input checked="" type="checkbox"/> Non-TANF food stamp cases |
| <input checked="" type="checkbox"/> Elderly food stamp cases | <input checked="" type="checkbox"/> Food stamp cases for disabled individuals |
| <input checked="" type="checkbox"/> Food stamp cases for Able-bodied Adults Without Dependents or ABAWDs | |
| <input checked="" type="checkbox"/> Your workers serve all types of food stamp clients | |
| <input checked="" type="checkbox"/> Workers who are the initial point of contact for TANF applicants regarding ____ lump sum payments or vouchers [and] ____ Applicant job search [IF <u>ONLY</u> THIS BOX IS CHECKED ASK A1a, IF THE ANSWER IS YES GO TO SECTION G] | |

A1a. Is this correct?

YES 01 [GO TO A2]

NO00

A1b. What kind of food stamp clients do the workers you supervise serve?

- | | |
|--|---|
| <input checked="" type="checkbox"/> TANF food stamp cases | <input checked="" type="checkbox"/> Non-TANF food stamp cases |
| <input checked="" type="checkbox"/> Elderly food stamp cases | <input checked="" type="checkbox"/> Food stamp cases for disabled individuals |
| <input checked="" type="checkbox"/> Food stamp cases for able-bodied Adults Without Dependents or ABAWDs | |
| <input checked="" type="checkbox"/> Your workers serve all types of food stamp clients | |

A2. Our information also indicates that your workers are responsible for the following parts of the food stamp process. [READ CHECKED RESPONSES- RESPONSES SHOULD BE CHECKED FOR ONLY ONE OF THE FOUR OPTIONS BELOW]

1. _____ Application or eligibility and ongoing or recertification for all the types of food stamp cases I just listed;
2. _____ Only application and eligibility for all the types of food stamp cases I've just listed;
3. _____ Only ongoing or recertification for all the types of food stamp cases I've just listed; or
4. _____ Application and Eligibility for____ TANF food stamp cases, ____ Non-TANF food stamp cases, ____ Able-bodied Adults Without Dependents (ABAWDs) food stamp cases, ____ Elderly food stamp cases, ____ Food stamp cases for disabled individuals

(And) Ongoing or recertification for____ TANF food stamp cases, ____ Non-TANF food stamp cases, ____ Able-bodied Adults Without Dependents or ABAWDs food stamp cases, ____ Elderly food stamp cases, ____ Food stamp cases for disabled individuals

A2a. Is this correct?

YES 01

[IF RESPONSE TO A1a and A2a=YES, GO TO SUBSTANTIVE QUESTION INTRODUCTION BELOW A3; IF RESPONSE TO A1a=NO, GO TO A3]

NO 00

A2b. What part of the Food Stamp Program process are your workers responsible for and for which types of clients?

1. _____ Application or eligibility and ongoing or recertification for all the types of food stamp cases I just listed;
2. _____ Only application and eligibility for all the types of food stamp cases I've just listed;
3. _____ Only ongoing or recertification for all the types of food stamp cases I've just listed; or
4. _____ Application and Eligibility for____ TANF food stamp cases, ____ Non-TANF food stamp cases, ____ Able-bodied Adults Without Dependents (ABAWDs) food stamp cases, ____ Elderly food stamp cases, ____ Food stamp cases for disabled individuals

(And) Ongoing or recertification for____ TANF food stamp cases, ____ Non-TANF food stamp cases, ____ Able-bodied Adults Without Dependents or ABAWDs food stamp cases, ____ Elderly food stamp cases, ____ Food stamp cases for disabled individuals

- A3. INTERVIEWER: IF THE SUPERVISOR HAS RESPONSIBILITY FOR MORE TYPES OF CASES OR PARTS OF CASES THAN CHECKED IN A1 AND A2, PROCEED TO SUBSTANTIVE Q INTRODUCTION AND CONTINUE THE INTERVIEW. IF THE WORKER INDICATES THEY ARE NOT RESPONSIBLE FOR THE TYPES OF CASES CHECKED THEN YOU WILL NEED TO READ THE STATEMENT BELOW.

We appear to have recorded incorrect information regarding your responsibilities. I apologize, but I will need to obtain the correct information and determine whether you are the person who should have been selected for this interview. I will either call you back and reschedule or make sure that you are informed that we will need to select another supervisor. When would be a good time to call you back?

END SURVEY HERE FOR RESPONDENTS TO A3

SUBSTANTIVE Q INTRODUCTION. Now, I am going to ask you about a variety of policies and practices in your office. There are no right or wrong answers on this survey. We want to learn about how the Food Stamp Program and related programs operate at the local office you work in. We are also interested in this office's practices as they are usually carried out by your workers, not what happens under every circumstance.

If you do not know the answer to any question, please feel free to say so.

B. OFFICE HOURS

The next set of questions asks about your office hours and how services are provided to clients. For this section, I will need you to turn to the “Office Hours” section of the Supervisor Survey Response Aid that was sent to you in advance. Please tell me when you are ready to begin.

- B1. Can you tell me the normal hours your office is open to clients during the week and whether that varies by day. Please be sure to tell me if the office is usually closed at any time on any day for lunch, staff meetings, or other reasons.

What hours is your office open to clients for any food stamp related services on Mondays?
(REPEAT QUESTION FOR EACH WEEK DAY)

WEEKDAY HOURS				
MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY

- B2. Is your office open during any weekend hours?

YES 01

NO 00 [GO TO B4]

- B3. What are those hours? (FILL IN FOR BOTH DAYS AND WRITE “NOT OPEN” IF NOT OPEN ON ONE DAY)

WEEKEND HOURS	
SATURDAY	SUNDAY

- B4. The next set of questions asks about the hours that specific food stamp services are available during the time your office is open. The services are listed in Part II of the “Office Hours” section of your form. Please inform me of the specific times these services are available. If they are available during all the hours your office is open to clients you may tell me that. However, if they are unavailable at any time during the week because of lunch hours, training sessions, paperwork activities, or other reasons please inform me of this. For example, your office may be open beginning at 7:30 a.m. for clients to wait on line, but not be able to accept application forms for filing or for interviews until later in the morning; or you may not hold interviews during the lunch hour

Okay, let’s begin. Of the weekday days and hours that your office is open to clients, when are each of the following services available or able to be conducted?:

INTERVIEWER: IF THE ANSWER IS “ALL OPEN HOURS”, PLEASE WRITE THIS CLEARLY ACROSS THE ROW THAT IT APPLIES TO. PLEASE WRITE “SERVICE NOT AVAILABLE” FOR ANY DAY THE SERVICE IS NOT OFFERED. WRITE “NA” IF A SERVICE IS NOT OFFERED AT ALL AT THE OFFICE WHERE THE SUPERVISOR WORKS.

SERVICE	MON	TUES	WED	THURS	FRI
a. Accepting food stamp application forms for filing (just signing and dating before an eligibility interview is conducted)?					
b. Initial food stamp eligibility interviews?					
c. Food stamp recertification appointments?					
d. Telephone inquiries regarding how to apply for food stamps?					

INTERVIEWER: IF THERE ARE NO WEEKEND HOURS LISTED IN THE OFFICE HOURS TABLE (B3) [GO TO B6]

- B5. Of the weekend days and hours that your office is open to clients. When are each of the following services available?:

INTERVIEWER: IF THE ANSWER IS "ALL OPEN HOURS," PLEASE WRITE THIS CLEARLY ACROSS THE ROW THAT IT APPLIES TO.

PLEASE WRITE "SERVICE NOT AVAILABLE" IF THE OFFICE IS OPEN BUT THE SERVICE IS NOT OFFERED. WRITE "NA" IF A SERVICE IS NOT OFFERED AT ALL AT THE OFFICE WHERE THE SUPERVISOR WORKS.

SERVICE	SAT	SUN
a. For accepting food stamp applications for filing (just signing and dating before an eligibility interview is conducted)?		
b. For initial food stamp eligibility interviews?		
c. For food stamp recertification appointments?		
d. For telephone inquiries regarding how to apply for food stamps?		

- B6. Do you have a secure after hours drop-box that people can use to deposit their completed food stamp applications or other information necessary to complete a food stamp application or recertification?

YES 01

NO 00

DON'T KNOW 98

- B7. Which of the following are requests or inquiries that can be made by telephone?

	<u>YES</u>	<u>NO</u>	<u>DK</u>
a. Can a client schedule an eligibility interview for initial application?	01	00	98
b. Can a client ask questions about how to apply for food stamps?	01	00	98
c. Can a client ask questions about what information they will need to bring with them when they come in to apply for food stamps?	01	00	98
d. Can a client change a previously scheduled interview?	01	00	98

B8. Do your workers have individual voice mail boxes or answering machines in which clients can leave messages?

YES 01

NO 00

DON'T KNOW 98

OTHER [SPECIFY] 96

C. THE FOOD STAMP APPLICATION (FORMS AND AVAILABILITY)

I am now going to ask you some questions about food stamp applications.

- C1. Can someone interested in applying for food stamps call to request that a food stamp application be mailed to them?

YES 01

NO 00 [GO TO C3]

DON'T KNOW 98 [GO TO C3]

- C2. Can anyone do this or just people who staff determine are unable to come to the office?

ANYONE 01

JUST PEOPLE UNABLE TO COME TO THE OFFICE 02

DON'T KNOW 98

- C3. Are food stamp applications available at other locations in your community in addition to food stamp offices?

YES 01

NO 00 [GO TO C5]

DON'T KNOW 98 [GO TO C5]

C4. At which of the following types of locations are food stamp applications available?

	<u>YES</u>	<u>NO</u>	<u>DK</u>
a. Food pantries?	01	00	98
b. Senior centers?	01	00	98
c. Community Action Agencies?	01	00	98
d. Schools ?	01	00	98
e. The public housing authority?	01	00	98
f. Hospitals?	01	00	98
g. Community health clinics?	01	00	98
h. Social security offices?	01	00	98
i. Agencies serving immigrants or refugees?	01	00	98
j. Agencies serving the homeless?	01	00	98
k. Job centers?	01	00	98
l. Unemployment offices?	01	00	98
m. Any other locations? [SPECIFY]	01	00	98

C5 Do you have large print food stamp forms available for individuals with limited vision?

YES	01
NO	02
DON'T KNOW	98

C6. At your office is the

Application form for food stamps provided to clients in the front waiting area, or	01
Do they have to wait to get the form later when they meet with an eligibility worker or other caseworker?	02
OTHER [SPECIFY]	96
<hr/>	
DON'T KNOW	98

D. SERVICES AND PROCEDURES FOR PARTICULAR GROUPS OF CLIENTS

I'm now going to ask you some questions about the procedures in your office regarding particular groups of clients. First, I have some questions about the children of clients.

- D1. Are clients asked to leave their children at home or with a sitter when they come to your office for an appointment?

YES 01

NO 00

DON'T KNOW 98

- D2. Is there on-site child care available for clients utilizing the services at your office?

YES 01

NO 00

DON'T KNOW 98

- D3. Now I would like to ask you some questions about legal immigrants.
In a typical month do you normally have people come to your office seeking services who are immigrants?

YES 01

NO 00 [GO TO D10]

DON'T KNOW 98

- D4. Do your workers give clients written information describing food stamp eligibility rules for legal immigrants and their families?

YES 01

NO 00 [GO TO D6]

OTHER [SPECIFY] 96

DON'T KNOW 98 [GO TO D6]

- D5. Are these materials available in a language other than English?
- YES 01
- NO 00
- DON'T KNOW 98
- D6. Do your workers give clients written information assuring them that accepting food stamps cannot affect an immigrant's ability to become a citizen?
- YES 01
- NO 00 [GO TO D8]
- OTHER [SPECIFY] 96
-
- DON'T KNOW 98 [GO TO D8]
- D7. Are these written materials available in a language other than English?
- YES 01
- NO 00
- DON'T KNOW 98
- D8. Are there any public information or outreach efforts in the community to inform legal immigrants that they or some of their family members may be eligible for food stamps?
- YES 01
- NO 00
- DON'T KNOW 98
- D9. Have you used any of the following special methods to ensure your workers understand the current eligibility rules in the Food Stamp Program for immigrants? Have you
- | | <u>YES</u> | <u>NO</u> | <u>DK</u> |
|---|------------|-----------|-----------|
| Held special training sessions for caseworkers | 01 | 00 | 98 |
| Developed simplified written guides for workers | 01 | 00 | 98 |
| Anything else? [SPECIFY] | 01 | 00 | 98 |
-

- D10. The next set of questions asks about individuals seeking services at your office who may speak a language other than English.
In a typical month, are there usually people who speak no or limited English who come in to your office to apply for food stamps?
- YES 01
- NO 00 [GO TO SECTION E]
- DON'T KNOW 98
- D11. Are there caseworkers in your office who can provide services in the language of your non-English speaking clientele?
- YES 01
- NO 02
- DON'T KNOW 98
- D12. Are translators available either in the office or by telephone when there are no staff who can speak the client's language?
- YES 01
- NO 02 [GO TO SECTION E]
- DON'T KNOW 98 [GO TO SECTION E]
- D13. How often are translators available in the office or by telephone?
- During all office hours, 01
- at least 3/4 of the time the office is open, 02
- less than 3/4, but at least 1/2 of the time the office is open, or 03
- less than half of the time the office is open? 04
- DON'T KNOW 98

E. FOOD STAMP OUTREACH/PUBLIC INFORMATION EFFORTS

The next set of questions are about food stamp outreach or public information efforts that may or may not be occurring in your community. For this section you will need to turn to the page of the Supervisor Survey Response Aid which is titled “Outreach.”

- E1. Is your agency conducting any type of outreach campaign designed to inform potentially eligible individuals about the Food Stamp Program?
- YES 01
- NO 00
- DON'T KNOW 98
- E2. Is any other agency or organization conducting an outreach campaign designed to inform potentially eligible individuals in your locality about the Food Stamp Program?
- YES 01
- NO 00
- DON'T KNOW 98
- INTERVIEWER: IF BOTH E1 AND E2 = 00 OR DK [GO TO E6]**

- E3. To which populations are these campaigns targeted? You may want to review the groups listed in Part I of the outreach section of the Supervisor Survey Response Aid when answering this question. [CIRCLE ALL THAT APPLY]

WORKING FAMILIES	01
ELDERLY	02
RURAL	03
FORMER TANF RECIPIENTS	04
HOMELESS	05
IMMIGRANT/REFUGEE POPULATIONS	06
ABAWDS	07
DISABLED INDIVIDUALS	08
NO SPECIFIC GROUP IS TARGETED	09
OTHER [SPECIFY]	96

DON'T KNOW 98

- E4. I am now going to ask about the possible methods of communication used in outreach activities using the list in Part II of the outreach section of the supervisor survey response aid. Which of the following methods of communication are being used to provide the public with information on the Food Stamp Program?

	<u>YES</u>	<u>NO</u>	<u>DK</u>
a. Articles in newspapers?	01	00	98
b. Public service announcements (PSAs) on radio or TV?	01	00	98
c. Flyers, posters or brochures?	01	00	98
d. Billboards or advertisements on buses, taxis, or trains?	01	00	98
e. Presentations to community groups?	01	00	98
f. Toll free telephone number or hotline?	01	00	98
g. Direct mailing?	01	00	98

		<u>YES</u>	<u>NO</u>	<u>DK</u>
h.	Telephone calls or home visits to clients who have left the program?	01	00	98
h.	The internet?	01	00	98
i.	Any others? [SPECIFY]	01	00	98

E5. Is some of this outreach being conducted in coordination with outreach for Medicaid or one of the new State Children's Health Insurance Programs (SCHIP) or [STATE'S NAME FOR SCHIP]?

YES 01

NO 00

DON'T KNOW 98

- E6. What changes could be made to your office procedures and policies that would increase the number of eligible individuals who come in to initially apply for food stamps? [CIRCLE ALL THAT APPLY]
 PROBE: Anything else?

EARLIER WEEKDAY OPENING TIMES	01
LATER WEEKDAY CLOSING TIMES	02
ADD WEEKEND HOURS	03
MORE STAFF	04
MORE OFFICE LOCATIONS	05
OUTSTATION STAFF IN OTHER AGENCIES	06
MORE CONVENIENT OFFICE LOCATION	07
MORE/BETTER OUTREACH EFFORTS	08
BETTER RECEPTION AREA	09
BETTER COORDINATION WITH OTHER AGENCIES	10
OTHER [SPECIFY]	96

NONE	00
DON'T KNOW	98

F. THE APPLICATION PROCESS

The next questions address the application and eligibility process for food stamps.

- F1. Prior to the food stamp eligibility interview is someone applying for both TANF and food stamps usually required to participate in any orientation sessions, job counseling sessions, job search workshops, meetings with workers, or any similar activities?
- YES 01
- NO 00 [GO TO F8]
- DON'T KNOW 98 [GO TO F8]
- F2. How many separate meetings or sessions are they required to attend?
- _____ NUMBER OF MEETINGS OR SESSIONS
- DON'T KNOW 98
- F3. What are the purposes of the meetings or sessions? [CIRCLE ALL THAT APPLY]
- EMPLOYMENT ASSESSMENT/REFERRALS 01
- CHILD SUPPORT 02
- PROGRAM ORIENTATION/DESCRIPTION OF PROGRAM REQUIREMENTS 03
- DISCUSSION OF ALTERNATIVE RESOURCES AVAILABLE AS AN
ALTERNATIVE TO TANF 04
- DISCUSSION OF CASH OR VOUCHERS AVAILABLE AS AN
ALTERNATIVE TO TANF 05
- OVERVIEW OF APPLICANT JOB SEARCH REQUIREMENT 06
- DESCRIPTION OF AVAILABLE SUPPORT SERVICES 07
- EBT TRAINING 08
- OTHER [SPECIFY] 96
- _____
- DON'T KNOW 98

- F3a. How many of these meetings or sessions are usually held in another building?
- _____ NUMBER OF MEETINGS OR SESSIONS
- DON'T KNOW 98
- F4. Do individuals sign and date their food stamp application
- Before these sessions or meetings, 01
- During a session or meeting, or 02
- After completing the sessions or meetings 03
- OTHER [SPECIFY] 96
- _____
- DON'T KNOW 98
- F5. Were any of these meetings or sessions required before 1996 or whenever your office implemented welfare reform if that was done before 1996?
- YES 01
- NO 00 [GO TO F8]
- DON'T KNOW 98 [GO TO F8]
- F6. How many of these meetings or sessions were required prior to 1996 or welfare reform implementation?
- _____ NUMBER OF MEETINGS OR SESSIONS
- DON'T KNOW 98

F7.	What were the purposes of the meetings or sessions required prior to 1996 or welfare reform implementation? [CIRCLE ALL THAT APPLY]	
	EMPLOYMENT ASSESSMENT/REFERRALS	01
	CHILD SUPPORT	02
	PROGRAM ORIENTATION	03
	DESCRIPTION OF PROGRAM REQUIREMENTS	04
	DISCUSSION OF ALTERNATIVE RESOURCES AVAILABLE AS AN ALTERNATIVE TO TANF	05
	DISCUSSION OF CASH OR VOUCHERS AS AN ALTERNATIVE TO TANF	06
	OVERVIEW OF APPLICANT JOB SEARCH REQUIREMENT	07
	DESCRIPTION OF AVAILABLE SUPPORT SERVICES	08
	OTHER [SPECIFY]	96
	<hr/>	
	DON'T KNOW	98
F8.	Compared to before welfare reform, today does a person applying for TANF and food stamps usually have to make more visits now, less visits now, or the same number of office visits before all the required steps in the food stamp application process are completed?	
	MORE VISITS NOW	01
	LESS VISITS NOW	02
	THE SAME NUMBER OF VISITS	03
	DON'T KNOW	98
F9.	The next set of questions address the food stamp application and eligibility process for non-TANF clients. <u>Prior to the food stamp eligibility interview</u> is a <u>non-TANF</u> food stamp applicant usually required to participate in any orientation sessions, job counseling sessions, job search workshops, meetings with workers, or any similar activities?	
	YES	01
	NO	00 [GO TO F16]
	DON'T KNOW	98 [GO TO F16]

F10.	How many separate meetings or sessions are they required to attend?	
	_____ NUMBER OF MEETINGS OR SESSIONS	
	DON'T KNOW	98
F11.	What are the purposes of the meetings or sessions? [CIRCLE ALL THAT APPLY]	
	EMPLOYMENT ASSESSMENT/REFERRALS	01
	CHILD SUPPORT	02
	PROGRAM ORIENTATION/DESCRIPTION OF PROGRAM REQUIREMENTS	03
	OVERVIEW OF APPLICANT JOB SEARCH REQUIREMENT	04
	DESCRIPTION OF AVAILABLE SUPPORT SERVICES	05
	EBT TRAINING	06
	OTHER [SPECIFY]	96

	DON'T KNOW	98
F11a.	How many of these meetings or sessions are usually held in another building?	
	_____ NUMBER OF MEETINGS OR SESSIONS	
	DON'T KNOW	98
F12.	Do individuals sign and date their food stamp application	
	Before these sessions or meetings	01
	During a session or meeting, or	02
	After completing the sessions or meetings	03
	OTHER [SPECIFY]	96

	DON'T KNOW	98

- F13. Were any of these meetings or sessions required prior to 1996 or whenever your office implemented welfare reform if that was done before 1996?
- YES 01
- NO 00 [GO TO F16]
- DON'T KNOW 98 [GO TO F16]
- F14. How many meetings or sessions were required prior to 1996 or welfare reform implementation?
- _____ NUMBER OF MEETINGS OR SESSIONS
- DON'T KNOW 98
- F15. What was the purpose of the meetings or sessions required prior to 1996 or welfare reform implementation?
- EMPLOYMENT ASSESSMENT/REFERRALS 01
- CHILD SUPPORT 02
- PROGRAM ORIENTATION 03
- DESCRIPTION OF PROGRAM REQUIREMENTS 04
- OVERVIEW OF APPLICANT JOB SEARCH REQUIREMENT 05
- DESCRIPTION OF AVAILABLE SUPPORT SERVICES 06
- OTHER [SPECIFY] 96
-
- DON'T KNOW 98
- F16. Compared to before welfare reform, today does a non-TANF food stamp applicant usually have to make more, less or the same number of office visits before all the required steps in the food stamp application process are completed?
- MORE VISITS 01
- LESS VISITS 02
- THE SAME NUMBER OF VISITS 03
- DON'T KNOW 98

G. TANF APPLICANTS

The next set of questions concerns individuals who may be eligible for or interested in applying for TANF and food stamp benefits.

- G1. Does your office require that any individuals interested in applying for TANF explore alternative resources such as help from community agencies or other assistance programs before they are able to apply for TANF?
- YES 01
- NO 00 [GO TO G5]
- DON'T KNOW 98 [GO TO G5]
- G2. When does your staff usually encourage TANF applicants to seek alternative resources rather than apply for cash assistance?
- Before a client signs and dates the food stamp application, 01
- During the interview in which a client signs and dates their food stamp application, or 02
- After a client has signed and dated the food stamp application? 03
- OTHER [SPECIFY] 96
-
- DON'T KNOW 98
- G3. When the workers encourage or require clients coming in for TANF to seek alternative resources, are they instructed to tell clients that they can apply for food stamps regardless of what other resources they are going to access?
- YES 01
- NO 00
- DON'T KNOW 98

- G4. Among all clients who come in interested in applying for TANF, what proportion are required to explore alternative resources before applying for the program? Would you say:
- All, 05
- At least three-quarters, but not all, 04
- At least one-half but less than three-quarters, 03
- At least one-quarter but less than one-half, or 02
- Less than one-quarter 01
- DON'T KNOW 98
- G5. Is there a policy to offer lump sum cash payments or expense vouchers to all or some TANF applicants as an alternative to applying for TANF?
- YES 01
- NO 00 [GO TO TEXT ABOVE G10]
- DON'T KNOW 98 [GO TO TEXT ABOVE G10]
- G5a. Are all or only some TANF applicants offered these cash payments or expense vouchers?
- ALL 01
- SOME 02
- DON'T KNOW 98
- G6. Can clients be required to accept the payments or vouchers instead of becoming a TANF recipient or do they choose whether to accept the payment?
- CLIENTS CAN BE REQUIRED TO ACCEPT THE PAYMENT 01
- CLIENTS CHOOSE 02
- DON'T KNOW 98

G7.	When does your staff usually inform TANF applicants about the lump sum payment or vouchers as an alternative to getting on the cash welfare program?	
	Before a client signs and dates the food stamp application,	01
	After a client has signed and dated the food stamp application, or	02
	During an interview in which a client signs and dates the food stamp application?	03
	OTHER [SPECIFY]	96
	<hr/>	
	DON'T KNOW	98
G8.	When the workers offer a lump sum payment or expense vouchers, are they instructed to tell the client that they can apply for food stamps even if they receive a cash payment or voucher?	
	YES	01
	NO	00
	DON'T KNOW	98
G9.	In a typical month, what proportion of clients who come in and are interested in applying for TANF <u>and</u> would likely be income eligible receive the lump sum cash payments or expense vouchers instead of becoming TANF recipients? Would you say	
	More than three-quarters,	04
	At least one-half but less than three-quarters,	03
	At least one-quarter but less than one-half,	02
	At least one but less than one-quarter, or	01
	None	00
	DON'T KNOW	98

IF OFFICE DOES NOT REQUIRE TANF APPLICANTS TO EXPLORE ALTERNATIVE
 RESOURCES AND DOES NOT OFFER A DIVERSION PAYMENT OR VOUCHER
 [IF G1 AND G5=NO] [GO TO G11]

G10. What changes could be made regarding how TANF applicants are told about [lump sum
 payments] [and] [about the requirement to explore alternative resources] that would result in more
 eligible clients receiving food stamp benefits?
 PROBE: Anything else?

RESPONDENT IDENTIFIES CHANGES [SPECIFY] 01

NONE 00

DON'T KNOW 98

G11. Does your office require any TANF applicants to conduct a job search or engage in job search
 activities such as job clubs or job search workshops before their TANF application can be
 approved?

YES 01

NO 00 [GO TO SECTION H]

DON'T KNOW 98 [GO TO SECTION H]

G12. In a typical month, what proportion of TANF applicants are required to conduct job search or
 engage in job search activities before their TANF application can be approved?

All, 05

At least three-quarters, but not all, 04

At least one-half but less than three-quarters, 03

At least one-quarter but less than one-half, or 02

Less than one-quarter 01

DON'T KNOW 98

- G13. When does your staff inform TANF applicants about this up-front job search requirement?
- Before a client signs and dates the food stamp application, 01
- After a client has signed and dated the food stamp application, or 02
- During an interview in which a client signs and dates their food stamp application? 03
- OTHER [SPECIFY] 96
-
- DON'T KNOW 98
- G14. When the workers discuss the requirement with TANF applicants, are they instructed to inform them that they are not required to complete up-front job search to receive food stamps benefits?
- YES 01
- NO 00
- SOME [SPECIFY] 02
-
- OTHER [SPECIFY] 96
-
- DON'T KNOW 98
- G15. Are TANF applicants subject to up-front job search required
- To make a minimum number of contacts with potential employers, or 01
- Complete a certain number of hours of job search activities over a specific time period, or 02 [GO TO G17]
- Both make a minimum number of contacts and complete a certain number of hours 03
- THERE ARE NO SPECIFIC REQUIREMENTS REGARDING CONTACTS OR NUMBER OF HOURS 04
- OTHER [SPECIFY] 96
-
- DON'T KNOW 98 [GO TO G18]

G16. What is the minimum number of contacts TANF applicants must make with potential employers?

PROBE: In what period of time?

|_|_| CONTACTS IN |_|_| DAYS

|_|_| CONTACTS IN |_|_| WEEKS

OTHER [SPECIFY] 96

DON'T KNOW 98

IF G15 = 01 (MINIMUM OF HOURS IS NOT REQUIRED) [GO TO G18]

G17. What is the minimum number of hours they must participate in up-front job search activities?

PROBE: In what period of time?

|_|_| HOURS OF SEARCH ACTIVITIES PER WEEK

|_|_| HOURS OF SEARCH ACTIVITIES PER MONTH

OTHER [SPECIFY] 96

DON'T KNOW 98

G18. To complete their job search requirement for TANF, does a TANF applicant have to meet with an employment counselor or specialist at another location other than your office, such as a department of labor, a workforce development office or a contractor's office.

YES 01

NO 00

DON'T KNOW 98

G19. When TANF applicants fail to complete their required up-front job search requirement and are notified that they cannot receive TANF, are they formally notified by your office that they still may be eligible for food stamps?

YES 01

NO 00

OTHER [SPECIFY] 96

DON'T KNOW 98

H. NON-TANF FOOD STAMP APPLICANT JOB SEARCH REQUIREMENTS

The next set of questions concerns application requirements for non-TANF clients.

- H1. Are any non-TANF food stamp applicants required to conduct a job search or attend job search workshops before they can be eligible for food stamps?

YES 01

NO 00 [GO TO H8]

DON'T KNOW 98 [GO TO H8]

- H2. Which non-TANF food stamp applicants are required to engage in job search or attend workshops before their eligibility for food stamps is determined?

	<u>YES</u>	<u>NO</u>	<u>DK</u>
All mandatory work registrants	01	00	98
Able-bodied adults without dependents between ages 18 and 50 (ABAWDS)	01	00	98
Another group of mandatory work registrants [SPECIFY]	01	00	98

- H3. What proportion of non-elderly and non-disabled non-TANF applicants are required to conduct job search or engage in job search activities before their food stamp application can be approved?

All, 05

At least three-quarters, but not all, 04

At least one-half but less than three-quarters, 03

At least one-quarter but less than one-half, or 02

Less than one-quarter 01

DON'T KNOW 98

- H4. For non-TANF food stamp applicants required to conduct job search or attend workshops as a condition of food stamp eligibility are they required
- To make a minimum number of contacts with potential employers, or 01
- Complete a certain number of hours of job search activities over a specific time period, or 02 [GO TO H6]
- Both make a certain number of contacts and complete a certain number of hours of job search activity 03
- THERE ARE NO SPECIFIC REQUIREMENTS REGARDING CONTACTS OR NUMBER OF HOURS 04
- OTHER [SPECIFY] 96

DON'T KNOW 98

- H5. What is the requirement for the minimum number of contacts with potential employers?

PROBE: In what period of time?

|_|_| CONTACTS IN |_|_| DAYS 01

|_|_| CONTACTS IN |_|_| WEEKS 02

OTHER [SPECIFY] 96

DON'T KNOW 98

IF H4=01 (MINIMUM NUMBER OF HOURS IS NOT REQUIRED) [GO TO H7]

- H6. What is the requirement for the minimum number of hours the non-TANF applicants must spend on job search activities?

PROBE: In what period of time?

|_|_| HOURS OF SEARCH IN |_|_| DAYS 01

|_|_| HOURS OF SEARCH IN |_|_| WEEKS 02

OTHER [SPECIFY] 96

DON'T KNOW 98

H7. To complete their job search requirement, does a non-TANF applicant have to meet with an employment counselor or specialist at another location other than your office, such as a department of labor, a workforce development office or a contractor's office.

YES 01

NO 00

DON'T KNOW 98

H8. Thinking about the overall process of applying for food stamps for all the types of cases your workers handle, what changes could be made to your office procedures and policies that would increase the number of eligible households who complete the food stamp application process?
PROBE: Anything else?

RESPONDENT PROVIDES AN ANSWER [SPECIFY] 01

NONE 00

DON'T KNOW 98

I. HOME VISITS FOR FRONT-END FRAUD INVESTIGATIONS

The next questions ask about fraud prevention activities.

11. Before determining eligibility for food stamps, does your office or a contractor ever conduct front-end fraud investigations using unscheduled home visits to the applicant's residence?
- YES 01
- NO 00 [GO TO I4]
- DON'T KNOW 98 [GO TO I4]
12. Do any of the following factors make it more likely that a household will receive a home visit as part of a front-end fraud investigation. Is it more likely if...
- | | <u>YES</u> | <u>NO</u> | <u>DK</u> |
|--|------------|-----------|---------------------------|
| a. A household has earned income? | 01 | 00 | 98 |
| b. There is currently no earned income, but there is a history of work? | 01 | 00 | 98 |
| c. There are non-citizens in the household? | 01 | 00 | 98 |
| d. Are there other factors make it more likely an investigation will be conducted? | 01 | 00 | 98 [NO OR DK
GO TO I3] |
| e. What are the other factors? | | | |
| <hr/> | | | |
| <hr/> | | | |
| DON'T KNOW | | | 98 |
13. What is your best estimate for the proportion of front-end fraud investigations conducted among all food stamp applications submitted? Would you say these unscheduled home visits are conducted for:
- All, 05
- At least one-half, but not all, 04
- At least one-quarter but less than one-half of all applications, 03
- At least 5 percent, but less than one-quarter of all applications, or 02
- Less than 5 percent of all applications 01
- DON'T KNOW 98

- I4. Does your office fingerprint or finger image any food stamp applicants?
- YES 01
- NO 00 [GO TO SECTION J]
- DON'T KNOW 98
- I5. For which group of clients do you fingerprint or finger image?
- Only those also applying for TANF, 01
- All food stamp applicants, or 02
- Up to individual staff discretion 03
- OTHER GROUP [SPECIFY] 96
-
- DON'T KNOW 98

J. MEDICAL EXPENSE DEDUCTION FOR THE ELDERLY OR DISABLED

J1. Does your office usually provide assistance to elderly or disabled clients in documenting out-of-pocket medical expenses that they may be eligible to deduct?

YES 01

NO 00 [GO TO J3]

OTHER [SPECIFY] 96

DON'T KNOW 98

J2. What type of assistance does your office provide? [CIRCLE ALL THAT APPLY]

SPECIAL WRITTEN INFORMATION PROVIDED AT THE OFFICE
WHEN ELDERLY OR DISABLED PERSONS APPLY 01

CASEWORKERS REQUIRED TO PROVIDE SPECIAL INSTRUCTIONS 02

REFERRALS TO OUTSIDE AGENCIES THAT HELP ELDERLY AND
DISABLED COMPILE NECESSARY DOCUMENTATION 03

CASEWORKERS INSTRUCTED TO HELP THEM BY CONTACTING PROVIDERS
AND/OR PHARMACIES TO GET INFORMATION ON MEDICAL EXPENSES 04

OTHER [SPECIFY] 96

DON'T KNOW 98

J3. Have you used any of the following special methods to ensure your workers understand how to utilize the medical expense deduction? Have you:

	<u>YES</u>	<u>NO</u>	<u>DK</u>
Held any special training sessions for caseworkers within the last 3 years	01	00	98
Developed simplified written guides for workers	01	00	98
Anything else? [SPECIFY]	01	00	98

K. SANCTIONS FOR VIOLATING TANF RULES

The next set of questions is about food stamp benefit penalties that may be imposed on individuals participating in both the TANF and Food Stamp Programs. In these questions I will refer to these penalties as sanctions.

K1. Does your office ever impose sanctions on food stamp benefits for violations of TANF work rules?

YES 01

NO 00 [GO TO K4]

DON'T KNOW 98 [GO TO K4]

K2. If a head of household violates a TANF work requirement what is the maximum food stamp sanction that your office imposes? By maximum we mean the penalty you impose after repeated violations. Do you:

Reduce food stamp benefits by a certain percentage 01 [GO TO K3]

Disqualify the noncompliant individual household member from receiving food stamps, or 02

Disqualify the whole household from receiving food stamps? 03 [GO TO K2b]

OTHER [SPECIFY] 96

DON'T KNOW 98 [GO TO K3]

K2a. How long is the head of household removed from the food stamp unit?

FOR A SET PERIOD OF TIME 01 [GO TO K3]

UNTIL SHE COMPLIES WITH THE TANF REQUIREMENT 02 [GO TO K3]

UNTIL SHE COMPLIES WITH THE TANF REQUIREMENT OR FORMALLY WITHDRAWS FROM TANF 03 [GO TO K3]

OTHER [SPECIFY] 96

[GO TO K3]

DON'T KNOW 98 [GO TO K3]

K2b.	Is the whole household disqualified	
	For the first violation of a TANF work requirement,	01
	For the second violation of a TANF work requirement,	02
	For a third or subsequent violation, or	03
	Under some other circumstance? [SPECIFY]	96
<hr/>		
<hr/>		
K3.	Does your office ever impose a food stamp sanction (disqualification or reduction of benefits) for a violation of TANF work requirements if the household includes a child under age 6?	
	YES	01
	NO	00
	DON'T KNOW	98
K4.	Does your office impose sanctions on <u>food stamp</u> benefits for violations of TANF requirements other than TANF work requirements?	
	[NOTE TO INTERVIEWER IF THE RESPONDENT SAYS THE ONLY REASON THEY LOSE BENEFITS IS IF THEY DON'T COME IN FOR RECERTIFICATION OR REAPPLICATION THE ANSWER SHOULD BE CODED AS NO]	
	YES	01
	NO	00 [GO TO K7]
	DON'T KNOW	98 [GO TO K7]

K5. For which TANF rules? [CIRCLE ALL THAT APPLY]

FAILURE TO COOPERATE WITH CHILD SUPPORT	01
MINOR CHILD'S SCHOOL ATTENDANCE	02
TEEN PARENT'S SCHOOL ATTENDANCE	03
CHILD IMMUNIZATIONS	04
FAILURE TO ATTEND SCHOOL CONFERENCES	05
OTHER [SPECIFY]	96
<hr/>	
DON'T KNOW	98

K6. What is the maximum penalty imposed on households that have their food stamp benefits sanctioned due to noncompliance by head of household with TANF rules other than work requirements? By maximum we mean the penalty you impose after repeated violations. Do you:

Reduce food stamp benefits by a certain percentage	01	[GO TO K7]
Disqualify the noncompliant individual household member from receiving food stamps, or	02	
Disqualify the whole household from receiving food stamps	03	[GO TO K6b]
OTHER [SPECIFY]	96	[GO TO K7]
<hr/>		
DON'T KNOW	98	[GO TO K7]

K6a. How long is the individual removed from the food stamp unit?

FOR A SET PERIOD OF TIME	01	[GO TO K7]
UNTIL SHE COMPLIES WITH THE TANF REQUIREMENT	02	[GO TO K7]
UNTIL SHE COMPLIES WITH THE TANF REQUIREMENT OR FORMALLY WITHDRAWS FROM TANF	03	[GO TO K7]
OTHER [SPECIFY]	96	
<hr/>		[GO TO K7]
DON'T KNOW	98	[GO TO K7]

K6b.	Is the whole household disqualified	
	For the first occurrence of noncompliance,	01
	For the second occurrence of noncompliance,	02
	For a third or subsequent occurrence of noncompliance, or	03
	Under some other circumstance? [SPECIFY]	96

K7. The next set of questions asks about TANF cases where the cash assistance case is discontinued for violating TANF rules, but there is no comparable food stamp sanction.

Does your office ever close the TANF case for households not complying with TANF work requirements or other rules, not including periodic certification requirements?

YES	01	
NO	00	[GO TO SECTION L]
DON'T KNOW	98	[GO TO SECTION L]

K8. When a food stamp eligible household's TANF case is closed due to a sanction and it is during their food stamp certification period, which of following is office policy:

The household continues receiving food stamp benefits, adjusted if necessary, until their certification period ends, or	01	
The household's certification period is shortened	02	[GO TO K10]
OTHER [SPECIFY]	96	

DON'T KNOW	98	[GO TO K11]
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K9. Does someone in the household

Have to come to the office to have their benefits recalculated or, 01

Can the benefit levels usually be adjusted with information
received by mail or over the phone, or 02

Is no contact with the household usually necessary to recalculate
the household's food stamp benefits 03

OTHER [SPECIFY] 96

DON'T KNOW 98

K10. Are there any special rules or procedures I have not covered that apply to the food stamp cases of households that have their TANF case closed for failure to comply with TANF rules?
PROBE: Anything else?

YES [SPECIFY] 01

NO 00

DON'T KNOW 98

L. TANF LEAVERS

- L1. The next set of questions asks what happens to food stamp cases when a household leaves TANF because an adult has gotten a job and your office is aware the client has become employed. If this household leaves TANF within its food stamp certification period which of the following usually occurs:

Their food stamp case is kept open and you do not change the length of their food stamp certification period, 01

Their food stamp case is kept open, and you shorten their certification period to the one used for non-TANF households with earned income 02 [GO TO L4]

Their food stamp case is shortened to the end of the next month, or 03 [GO TO L4]

Their food stamp case is automatically closed 04 [GO TO L4]

OTHER [SPECIFY] 96

DON'T KNOW 98

- L2. If no new information is in the case file on the household's changed income, does someone in the household usually

Have to come to the office to have their benefits recalculated or, 01

Can the benefit levels usually be adjusted with information received by mail or over the phone 02

OTHER [SPECIFY] 96

DON'T KNOW 98

- L3. If your office has information in the case file on the income being received as a result of the job

Do they still have to come in, or 01 [GO TO L5]

Can you usually use the available information to redetermine their benefits . . . 02 [GO TO L5]

DON'T KNOW 98 [GO TO L5]

- L4. When these clients leave TANF, do you routinely notify them that they may still be eligible for food stamps and need to either recertify or reapply for food stamps?
- YES 01
- NO 00
- DON'T KNOW 98
- L5. The next set of questions is about your office policies for processing the food stamp case of a household who voluntarily leaves TANF not due to employment.
If this household leaves TANF within its food stamp certification period which of the following usually occurs:
- Their food stamp case is kept open and you do not change the length of their food stamp certification period, 01
- Their food stamp certification period is shortened to the one for non-TANF households, 02
- Their food stamp certification period is shortened to the end of the next month, or 03 [GO TO L7]
- Their food stamp case is automatically closed, or 04 [GO TO L7]
- OTHER [SPECIFY] 96
-
- DON'T KNOW 98
- L6. Does someone in the household usually
- Have to come to the office to have their benefits recalculated, 01 [GO TO L8]
- Can the benefit levels usually be adjusted with information received by mail or over the phone, or 02 [GO TO L8]
- Is no contact with the household usually necessary to recalculate the household's food stamp benefits 03 [GO TO L8]
- OTHER [SPECIFY] 96 [GO TO L8]
-
- DON'T KNOW 98 [GO TO L8]

- L7. When these clients leave TANF, do you routinely notify them that they may still be eligible for food stamps and need to either recertify or reapply for food stamps?
- YES 01
- NO 00
- DON'T KNOW 98
- L8. The next set of questions is about your office policies for processing the food stamp case of a household who leaves TANF because of a State TANF time limit. If this household leaves TANF within its food stamp certification period which of the following usually occurs:
- They continue receiving food stamp benefits until the food stamp certification period ends, 01
- Their food stamp certification period is shortened to the one for non-TANF households, 02 [GO TO L10]
- Their food stamp certification period is shortened to the end of the next month, or 03 [GO TO L10]
- Their food stamp case is closed 04 [GO TO L10]
- OTHER [SPECIFY] 96
-
- DON'T KNOW 98
- L9. Does someone in the household
- Have to come to the office to have their benefits recalculated, 01 [GO TO L11]
- Can the benefit levels usually be adjusted with information received by mail or over the phone, or 02 [GO TO L11]
- Is no contact with the household usually necessary to recalculate the household's food stamp benefits 03 [GO TO L11]
- OTHER [SPECIFY] 96 [GO TO L11]
-
- DON'T KNOW 98 [GO TO L11]

L10.	When these clients leave TANF, do you routinely notify them that they may still be eligible for food stamps and need to either recertify or reapply for food stamps?	
	YES	01
	NO	00
	DON'T KNOW	98
L11.	What changes could be made to your office's procedures that would increase the number of food stamp eligible individuals who continue to receive food stamps after leaving the TANF Program? [CIRCLE ALL THAT APPLY] PROBE: Anything else?	
	NEED TO CHANGE COMPUTER SYSTEM SO FOOD STAMP CASE DOES NOT AUTOMATICALLY CLOSE WHEN CLIENT LEAVES TANF	01
	FOLLOW-UP FOR TANF LEAVERS TO INFORM THEM ABOUT THE DIFFERENCES IN ELIGIBILITY REQUIREMENTS BETWEEN TANF AND FOOD STAMPS	02
	PROVIDE BETTER INFORMATION AT APPLICATION ABOUT THE DIFFERENCES IN THE TWO PROGRAMS	03
	ENCOURAGE CLIENTS TO FIND OUT IF THEY CAN STILL GET FOOD STAMPS IF THEY GET A JOB OR DECIDE THEY DON'T WANT TANF ANYMORE	04
	CHANGE COMPUTER SYSTEM SO THAT IT IS EASY TO MAINTAIN THE HOUSEHOLD ON THE FOOD STAMP PROGRAM	05
	OTHER CHANGES [SPECIFY]	96

	NONE	00
	DON'T KNOW	98

M. NON-TANF PARTICIPATION REQUIREMENTS

The next set of questions asks about food stamp employment & training requirements that apply to clients who utilize your office.

- M1. Is there a Food Stamp Employment and Training Program available for your clients?
- YES 01
- NO 00 [GO TO M7]
- DON'T KNOW 98 [GO TO M7]
- M2. Does this program serve
- Only able-bodied adults without dependents (ABAWDs) ages 18-50 01 [GO TO M5]
- Only non-ABAWDs, or 02
- Both ABAWDs and non-ABAWDs 03
- DON'T KNOW 98 [GO TO M5]
- M3. Are any non-ABAWDs required to participate in an E&T component as a condition of eligibility?
- YES 01
- NO 00 [GO TO M5]
- DON'T KNOW 98
- M4. Does the E&T requirement for non-ABAWDs involve activities other than job search or job search training?
- YES 01
- NO 02
- DON'T KNOW 98
- M5. Where are the staff located who are responsible for placing your food stamp E&T clients in a particular component? Are they in the same building as you or at another location?
- SAME BUILDING 01
- ANOTHER LOCATION 02
- DON'T KNOW 98
- M6. If the individual who is the head of a non-TANF household fails to comply with food stamp E&T requirements do you disqualify

	The individual, or	01
	The whole household	02
	DON'T KNOW	98
M7.	Are non-TANF food stamp households <u>ever</u> sanctioned for failure to cooperate with the child support agency?	
	YES	01
	NO	00 [GO TO SECTION N]
	DON'T KNOW	98 [GO TO SECTION N]
M8.	Which type of non-TANF parents are sanctioned for failure to cooperate with child support. Is it:	
	Custodial parents in food stamp households	01
	Non-custodial parents in food stamp households, or	02
	Both?	03
	DON'T KNOW	98

N. PERIODIC REPORTING

The next questions are about client requirements for periodic reporting.

- N1. Does your office require any food stamp households to submit monthly or quarterly reports within their food stamp certification period to document their income and other household circumstances?

INTERVIEWER NOTE: IF THE RESPONDENT SAYS CLIENTS ARE ONLY REQUIRED TO REPORT CHANGES WHEN THEY OCCUR CODE THE ANSWER AS 00 AND FOLLOW THE SKIP.

YES 01

NO 00 [GO TO SECTION O]

DON'T KNOW 98 [GO TO SECTION O]

- N2. Which groups of participants are required to submit these periodic reports?

	<u>YES</u>	<u>NO</u>	<u>DK</u>	
N2a. TANF clients with earnings?	01	00	98	[IF NO OR DK GO TO N2b]

N2aa. How often are these participants required to submit periodic reports?

Monthly or, 01

Quarterly? 02

OTHER [SPECIFY] 96

DON'T KNOW 98

	<u>YES</u>	<u>NO</u>	<u>DK</u>	
N2b. TANF clients without earnings?	01	00	98	[IF NO OR DK GO TO N2c]

N2bb. How often are these participants required to submit periodic reports?

Monthly, or 01

Quarterly? 02

OTHER [SPECIFY] 96

DON'T KNOW 98

	<u>YES</u>	<u>NO</u>	<u>DK</u>	
N2c. Non-TANF clients with earnings?	01	00	98	[IF NO OR DK GO TO N2d]

N2cc. How often are these participants required to submit periodic reports?

Monthly, or 01
Quarterly? 02
OTHER [SPECIFY] 96

DON'T KNOW 98

	<u>YES</u>	<u>NO</u>	<u>DK</u>
N2d. Any other households at caseworker's discretion? [SPECIFY]	01	00	98 [IF NO OR DK GO TO N3]

N2dd. How often are these participants required to submit periodic reports?

Monthly, or 01
Quarterly? 02
OTHER [SPECIFY] 96

DON'T KNOW 98

N3. If a participant fails to submit a periodic report at the required deadline, is he or she

Sent a notice to submit report within set number of days, 01
given an extended deadline without notice, or 02
is the case automatically closed? 03
OTHER [SPECIFY] 96

DON'T KNOW 98

N4.	If a participant sends in the periodic report by the required deadline, but it is incomplete, is he or she	
	Sent a notice to submit report within set number of days	01
	given an extended deadline without notice, or	02
	is the case automatically closed?	03
	OTHER [SPECIFY]	96
	<hr/>	
	DON'T KNOW	98
N5.	In a typical month, what percentage of your worker's clients who are required to submit periodic reports have their food stamp case closed because they fail to meet the reporting requirements?	
	At least three-quarters,	05
	At least one-half, but less than three-quarters,	04
	At least one-quarter, but less than one-half	03
	At least 5 percent, but less than one-quarter, or	02
	At least one, but less than 5 percent	01
	None	00
	DON'T KNOW	98

O. RECERTIFICATIONS

The next series of questions asks about the food stamp certification periods and processes at your office for different groups of clients.

- O1. How long is the usual food stamp certification period for households with only elderly and disabled adult recipients?
- _____ NUMBER OF MONTHS
- DON'T KNOW 98
- O2. For these households, are in-person interviews at the office (individual or group) required for every food stamp recertification?
- YES 01 [GO TO O3]
- NO 02
- DON'T KNOW 98 [GO TO O3]
- O2a. How often is an in-person recertification interview at the office required?
- EVERY _____ MONTHS
- O2b. When an in-person interview is not required, do these clients only have to mail in forms or do they mail in forms and then have a follow-up telephone interview?
- MAIL IN FORMS ONLY 01
- MAIL IN FORMS THEN A FOLLOW-UP TELEPHONE INTERVIEW 02
- DON'T KNOW 98
- O3. How long is the usual food stamp certification period for households that include an able-bodied adult without dependents, or ABAWD, subject to the time limit?
- _____ NUMBER OF MONTHS
- DON'T KNOW 98
- O4. Are in-person interviews (individual or group) at the office required for every food stamp recertification for ABAWDs subject to the time limit?
- YES 01 [GO TO O5]
- NO 02
- DON'T KNOW 98 [GO TO O5]

- O4a. How often is an in-person recertification interview at the office required?
- EVERY_____MONTHS
- DON'T KNOW 98
- O4b. When an in-person interview is not required, do these clients only have to mail in forms or do they mail in forms and then have a follow-up telephone interview?
- MAIL IN FORMS ONLY 01
- MAIL IN FORMS THEN A FOLLOW-UP TELEPHONE INTERVIEW 02
- DON'T KNOW 98
- O5. Now let's turn to non-TANF households with earned income. How long is the usual food stamp certification period for non-TANF households with earned income?
- _____ NUMBER OF MONTHS
- DON'T KNOW 98
- O6. Are in-person interviews (individual or group) at the office required for every food stamp recertification for non-TANF households with earned income?
- YES 01 [GO TO O7]
- NO 02
- DON'T KNOW 98 [GO TO O7]
- O6a. How often is an in-person recertification interview at the office required?
- EVERY_____MONTHS
- DON'T KNOW 98
- O6b. When an in-person interview is not required, do these clients only have to mail in forms or do they mail in forms and then have a follow-up telephone interview?
- MAIL IN FORMS ONLY 01
- MAIL IN FORMS THEN A FOLLOW-UP TELEPHONE INTERVIEW 02
- DON'T KNOW 98

- O7. How long is the usual food stamp certification period for TANF households without earned income?
- _____ NUMBER OF MONTHS
- DON'T KNOW 98
- O8. Are in-person interviews (individual or group) at the office required for every food stamp recertification for TANF households without earned income?
- YES 01 [GO TO O9]
- NO 02
- DON'T KNOW 98 [GO TO O9]
- O8a. How often is an in-person recertification interview at the office required?
- EVERY _____ MONTHS
- DON'T KNOW 98
- O8b. When an in-person interview is not required, do these clients only have to mail in forms or do they mail in forms and then have a follow-up telephone interview?
- MAIL IN FORMS ONLY 01
- MAIL IN FORMS THEN A FOLLOW-UP TELEPHONE INTERVIEW 02
- O9. How long is the usual food stamp certification period for households receiving TANF who do have earned income?
- _____ NUMBER OF MONTHS
- DON'T KNOW 98
- O10. Are in-person interviews (individual or group) at the office required for every food stamp recertification for TANF households with earned income?
- YES 01 [GO TO O11]
- NO 02
- DON'T KNOW 98 [GO TO O11]

O10a.	How often is an in-person recertification interview at the office required?	
	EVERY_____ MONTHS	
	DON'T KNOW	98
O10b.	When an in-person interview is not required, do these clients only have to mail in forms or do they mail in forms and then have a follow-up telephone interview?	
	MAIL IN FORMS ONLY	01
	MAIL IN FORMS THEN A FOLLOW-UP TELEPHONE INTERVIEW	02
	DON'T KNOW	98
O11.	When households are usually required to have an in-person recertification interview, do your staff routinely offer telephone interviews or home interviews to persons with hardships?	
	YES	01
	NO	00 [GO TO O12]]
	DON'T KNOW	98 [GO TO O12]
O11a.	For which groups are telephone interviews or in-home interviews routinely offered? [CIRCLE ALL THAT APPLY]	
	HOUSEHOLDS WITH ONLY ELDERLY INDIVIDUALS	01
	HOUSEHOLDS WITH ONLY DISABLED INDIVIDUALS	02
	TANF HOUSEHOLDS	03
	HOUSEHOLDS LACKING ACCESS TO TRANSPORTATION	04
	HOUSEHOLDS WITH EARNINGS OR OTHER WORK RELATED COMMITMENTS THAT POSE A BARRIER TO COMING INTO THE OFFICE	05
	OTHER [SPECIFY]	96

	DON'T KNOW	98

O12. How many days or weeks before a recertification period requiring an in-person interview is over are clients notified in writing that they must complete a recertification?

_____ NUMBER OF DAYS

_____ NUMBER OF WEEKS

DON'T KNOW 98

O13. For TANF clients, are TANF redeterminations and food stamp recertifications usually completed during the same interview?

YES 01

NO 00

DON'T KNOW 98

P. ACCESS PERCEPTION QUESTIONS

The next set of questions asks for your opinions on a variety of issues.

I am going to read a series of statements, please tell me whether you strongly agree, agree, disagree or strongly disagree with each one.

- P1. Being on food stamps encourages dependency.
- | | |
|-------------------------|----|
| STRONGLY AGREE | 01 |
| AGREE | 02 |
| DISAGREE | 03 |
| STRONGLY DISAGREE | 04 |
| DON'T KNOW | 98 |
- P2. The size of the caseloads for my workers are very large, making it difficult for them to help people as much as they should.
- | | |
|-------------------------|----|
| STRONGLY AGREE | 01 |
| AGREE | 02 |
| DISAGREE | 03 |
| STRONGLY DISAGREE | 04 |
| DON'T KNOW | 98 |
- P3. People who leave the TANF rolls often leave the Food Stamp Program without us knowing whether they are still eligible for food stamps.
- | | |
|-------------------------|----|
| STRONGLY AGREE | 01 |
| AGREE | 02 |
| DISAGREE | 03 |
| STRONGLY DISAGREE | 04 |
| DON'T KNOW | 98 |

P4.	People who leave TANF and are potentially eligible for food stamps should be actively encouraged to apply for food stamps.	
	STRONGLY AGREE	01
	AGREE	02
	DISAGREE	03
	STRONGLY DISAGREE	04
	DON'T KNOW	98
P5.	The food stamp eligibility rules for legal immigrants are difficult for my staff to implement.	
	STRONGLY AGREE	01
	AGREE	02
	DISAGREE	03
	STRONGLY DISAGREE	04
	DON'T KNOW	98
P6.	Immigrants should not get food stamps until they become citizens.	
	STRONGLY AGREE	01
	AGREE	02
	DISAGREE	03
	STRONGLY DISAGREE	04
	DON'T KNOW	98
P7.	The set-up of our computer generated notices sometimes results in people losing food stamp benefits they are eligible for.	
	STRONGLY AGREE	01
	AGREE	02
	DISAGREE	03
	STRONGLY DISAGREE	04
	DON'T KNOW	98

- P8. Our office actively discourages clients from becoming TANF recipients.
- STRONGLY AGREE 01
- AGREE 02
- DISAGREE 03
- STRONGLY DISAGREE 04
- DON'T KNOW 98
- P9. It is hard for clients who work to do what needs to be done to apply for food stamps.
- STRONGLY AGREE 01
- AGREE 02
- DISAGREE 03
- STRONGLY DISAGREE 04
- DON'T KNOW 98
- P10. It is hard for working food stamp clients to do what is required to stay on the Food Stamp Program.
- STRONGLY AGREE 01
- AGREE 02
- DISAGREE 03
- STRONGLY DISAGREE 04
- DON'T KNOW 98
- P11. In the past few years it has become more difficult for eligible people to get on the Food Stamp Program.
- STRONGLY AGREE 01
- AGREE 02
- DISAGREE 03 [GO TO P14]
- STRONGLY DISAGREE 04 [GO TO P14]
- DON'T KNOW 98 [GO TO P14]

P12. For which groups of people do you think it has become more difficult to get food stamps in recent years? [CIRCLE ALL THAT APPLY]

ALL GROUPS 01

THE WORKING POOR 02

FAMILIES WITH CHILDREN 03

THE ELDERLY 04

ADULTS WITHOUT CHILDREN 05

OTHER [SPECIFY] 96

DON'T KNOW 98

P13. What do you think are the most important reasons that it has become more difficult for people to get food stamps in recent years?

P14. Is there any policy or procedure that your office has implemented, that we have not already covered in our survey, to improve access to the Food Stamp Program for any specific groups or for the eligible population in general?

YES 01

NO 02 [GO TO SECTION Q]

DON'T KNOW 98

P15. Please briefly describe this policy and its purpose.

Q. RESPONDENT DEMOGRAPHICS

Finally I have a few questions about you. These questions will just be used to group your responses with people with similar characteristics.

Q1. [RECORD WITHOUT ASKING] RESPONDENT IS

FEMALE 01

MALE 02

Q2. How old are you? _____ YEARS

Q3. What is the highest level of education you have completed?

GED 01

HIGH SCHOOL DIPLOMA 02

SOME COLLEGE 03

ASSOCIATE'S DEGREE 04

BACHELOR'S DEGREE 05

GRADUATE DEGREE 06

VOCATIONAL SCHOOL 07

Q4. What year did you begin working in this office as a caseworker or supervisor responsible for food stamp cases?

Q5. Have you worked in another office as a caseworker or supervisor responsible for food stamp cases?

YES 01

NO 00 [GO TO CLOSING]

Q6. What year did you first work as a caseworker or supervisor responsible for food stamp cases?

CLOSING

Thank you for participating in the survey. We appreciate that you took time out from your schedule to answer our questions.

TIME INTERVIEW COMPLETED:

|_|_|_|:|_|_|_|

AM...01

PM....02

SURVEY OF FOOD STAMP PROGRAM PROCESSES

CASEWORKER SURVEY

Prepared for:

Economic Research Service
U.S. Department of Agriculture
Washington, DC

Prepared by:

Health Systems Research, Inc.
Washington, DC
Under Subcontract with Abt Associates

January 9, 2000

INTRODUCTION

Thank you for taking time out of your busy schedule to participate in this survey of Food Stamp Program processes.

My name is _____ and I am with Health Systems Research in Washington, D.C. We are conducting this survey with local offices in 40 States around the country to find out about how people learn about the Food Stamp Program, the different ways they become food stamp participants, and what happens once they begin to participate in the program. The results of this survey will be included in a study for the U.S. Department of Agriculture, with Abt Associates as the lead research organization.

We received your name and general job description from a list provided by your office director. You were randomly selected from this list based on your responsibilities for particular types of food stamp cases. We are interested in how you do your job and what you think.

Your responses to this survey will be kept completely confidential. Your name and office will not be identified with any answers you give. Your answers to the questions will be grouped with other offices around the country and no information will be published on responses that could identify particular individuals or particular offices.

The Office of Management and Budget control number for this information collection is 0536-0053.

INTERVIEWER PROVIDE A DIFFERENT LENGTH OF INTERVIEW ESTIMATE IF YOU EXPECT IT TO BE DIFFERENT BECAUSE OF THE NUMBER OF QUESTIONS YOU NEED TO ASK.

This survey will take about 45 minutes to complete. Do you have any questions before we begin?

RESPONDENT INFORMATION SHEET

OFFICE LOCATION (CITY, STATE) : _____

AGENCY NAME: _____

OFFICE CODE NUMBER: _____

RESPONDENT NAME: _____

TELEPHONE NUMBER: _____ FAX NUMBER: _____

RESPONDENT CODE NUMBER: _____

DATE OF INTERVIEW: |_|_| |_|_| 20|_|_|
 MONTH DAY YEAR

TIME INTERVIEW BEGAN: |_|_|:|_|_| AM...01
 PM...02

NOTE TO INTERVIEWERS: INTERVIEWER INSTRUCTIONS AND RESPONSES IN ALL CAPS ARE NOT READ TO THE RESPONDENT.

A. CASEWORKER RESPONSIBILITIES

INTERVIEWER: A1 AND A2 WILL NEED TO HAVE BEEN FILLED OUT BEFORE YOU BEGIN AN INTERVIEW. (EXCEPT WHERE NOTED, MORE THAN ONE CHOICE CAN BE CHECKED).

I would like to begin by confirming information we obtained from your office director.

A1. Our information indicates that you serve the following types of clients: [READ CHECKED RESPONSES]

- | | |
|---|--|
| <input type="checkbox"/> TANF food stamp cases | <input type="checkbox"/> Non-TANF food stamp cases |
| <input type="checkbox"/> Elderly food stamp cases | <input type="checkbox"/> Food stamp cases for disabled individuals |
| <input type="checkbox"/> Food stamp cases for Able-bodied Adults Without Dependents or ABAWDs | |
| <input type="checkbox"/> You are responsible for all types of food stamp clients | |

A1a. Is this correct?

YES 01 [GO TO A2]

NO 00

A1b. What kind of food stamp clients do you serve?

- | | |
|---|--|
| <input type="checkbox"/> TANF food stamp cases | <input type="checkbox"/> Non-TANF food stamp cases |
| <input type="checkbox"/> Elderly food stamp cases | <input type="checkbox"/> Food stamp cases for disabled individuals |
| <input type="checkbox"/> Food stamp cases for able-bodied Adults Without Dependents or ABAWDs | |
| <input type="checkbox"/> I serve all types of food stamp clients | |

A2. Our information also indicates that you are responsible for the following parts of the food stamp process. [READ CHECKED RESPONSES- RESPONSES SHOULD BE CHECKED FOR ONLY ONE OF THE FOUR OPTIONS BELOW]

1. _____ Application and eligibility, and ongoing and recertification for all the types of cases I just listed
2. _____ Only application and eligibility for the types of cases I've just listed
3. _____ Only ongoing and recertification for the types of cases I've just listed
4. _____ Application and eligibility for____ TANF food stamp cases, ____ Non-TANF food stamp cases, ____ Food stamp cases for able-bodied adults without dependents (ABAWDs), ____ Elderly food stamp cases, ____ Disabled food stamp cases

(And) Ongoing and recertification for____ TANF food stamp cases, ____ Non-TANF food stamp cases, ____ Food stamp cases for able-bodied adults without dependents (ABAWDs), ____ Elderly food stamp cases, ____ Disabled food stamp cases

A2a. Is this correct?

YES 01
[IF RESPONSE TO A1a and A2a=YES, GO TO A4, IF A1a=NO, GO TO A3 AND FOLLOW INSTRUCTIONS]

NO 00

A2b. What part of the Food Stamp Program process are you responsible for and for which types of clients?

1. _____ Application or eligibility and ongoing or recertification for all the types of food stamp cases I just listed;
2. _____ Only application and eligibility for all the types of food stamp cases I've just listed;
3. _____ Only ongoing or recertification for all the types of food stamp cases I've just listed; or
4. _____ Application and Eligibility for____ TANF food stamp cases, ____ Non-TANF food stamp cases, ____ Able-bodied Adults Without Dependents (ABAWDs) food stamp cases, ____ Elderly food stamp cases, ____ Food stamp cases for disabled individuals

(And) Ongoing or recertification for____ TANF food stamp cases, ____ Non-TANF food stamp cases, ____ Able-bodied Adults Without Dependents or ABAWDs food stamp cases, ____ Elderly food stamp cases, ____ Food stamp cases for disabled individuals

- A3. INTERVIEWER: IF THE INFORMATION ON RESPONSIBILITIES WAS RECORDED CORRECTLY OR IF THE CASEWORKER HAS RESPONSIBILITY FOR MORE TYPES OF CASES OR PARTS OF CASES THAN CHECKED IN A1 AND A2 PROCEED TO A4 AND CONTINUE THE INTERVIEW.
IF THE WORKER INDICATES THEY ARE NOT RESPONSIBLE FOR THE TYPES OF CASES CHECKED THAN YOU WILL NEED TO READ THE STATEMENT BELOW.

We appear to have recorded incorrect information regarding your responsibilities. I apologize, but I will need to obtain the correct information and determine whether you are the person who should have been selected for this interview. I will either call you back and reschedule or make sure that you are informed that we will need to select another caseworker. When would be a good time to call you back?

END SURVEY HERE FOR RESPONDENTS TO A3

- A4. What other programs, in addition to food stamps, do you personally provide services for?
- | | |
|--------------------------------|----|
| NONE | 00 |
| TANF | 01 |
| MEDICAID | 02 |
| SCHIP | 03 |
| CHILD CARE | 04 |
| GENERAL ASSISTANCE | 05 |
| ASSISTANCE FOR REFUGEES | 06 |
| STATE MEDICAL ASSISTANCE | 07 |
| OTHER [SPECIFY] | 96 |

Now, I am going to ask you about a variety of policies and practices in your office. There are no right or wrong answers on this survey. We want to know how you do your job. When I ask the questions, I am trying to find out what you usually do, in most cases, not what you do with all clients.

If you do not know the answer to any question, please feel free to say so.

B. THE APPLICATION PROCESS

The next set of questions concerns the application process and eligibility determination.

- B1. Is the form used for food stamp applications a combined application form for people who are applying for multiple programs?
- YES 01
- NO 00 [GO TO B3]
- DON'T KNOW 98 [GO TO B3]
- B2. Which other programs use the same form? [CIRCLE ALL THAT APPLY]
- TANF 01
- MEDICAID 02
- SCHIP 03
- GENERAL ASSISTANCE 04
- CHILD CARE ASSISTANCE 05
- OTHER [SPECIFY] 96
-
- DON'T KNOW 98
- B3. Does an applicant for TANF and food stamps usually receive the food stamp application to sign and date before they see you for an eligibility interview or sign and date it during the interview with you?
- BEFORE THEY HAVE THE ELIGIBILITY INTERVIEW 01
- DURING THE ELIGIBILITY INTERVIEW 02
- OTHER [SPECIFY] 96
-
- DON'T KNOW 98

- B4. On the first day that they come into your office to apply, do applicants for both food stamps and TANF usually complete all the required steps for food stamps and have the food stamp eligibility interview that day?
- YES 01 [GO TO B6]
- NO 00
- DON'T KNOW 98
- B5. How many visits does a person applying for TANF and food stamps usually make to the office before they complete all the steps in the food stamp eligibility process, not including any visits they make just to drop off verification paperwork?
- NUMBER OF VISITS
- DON'T KNOW 98
- B6. Does a client coming in asking for food stamps and not TANF usually receive the food stamp application to sign and date before they see you for an eligibility interview or sign and date it during the interview with you?
- BEFORE THEY HAVE THE ELIGIBILITY INTERVIEW 01
- DURING THE ELIGIBILITY INTERVIEW 02
- OTHER [SPECIFY] 96
-
- DON'T KNOW 98
- B7. On the first day that they come into your office to apply, do applicants for food stamps, who are not also applying for TANF, usually complete all the required steps for food stamps and have the food stamp eligibility interview that day?
- YES 01 [GO TO B9]
- NO 00
- DON'T KNOW 98
- B8. How many visits does a non-TANF food stamp applicant usually make to the office before they complete all the steps in the food stamp eligibility process, not including any visits they make just to drop off verification paperwork?
- NUMBER OF VISITS
- DON'T KNOW 98

- B9. When a person has a food stamp eligibility interview (whether in person or otherwise), is this same interview also used for determining eligibility for other programs or for food stamps only?

USED FOR DETERMINING ELIG. FOR OTHER PROGRAMS . . . 01

USED FOR FOOD STAMP ELIGIBILITY DETERMINATION
ONLY. 02 [GO TO SECTION C]

OTHER [SPECIFY] 96

DON'T KNOW 98 [GO TO SECTION C]

- B10. Which other programs? [CIRCLE ALL THAT APPLY]

TANF 01

MEDICAID 02

SCHIP 03

GENERAL ASSISTANCE 04

OTHER [SPECIFY] 96

DON'T KNOW 98

C. IN-PERSON, TELEPHONE AND AT HOME INTERVIEWS

The next series of questions asks about the scheduling of eligibility interviews for food stamp applicants and about alternatives to in-person interviews.

C1. Do applicants usually:

Have appointments scheduled in advance for in person eligibility interviews, or	01
Do they need to come into the office and line up for an appointment	02 [GO TO C4]
OTHER [SPECIFY]	96
<hr/>	
DON'T KNOW	98

C2. What do you usually do when an applicant has an appointment with you for an eligibility interview scheduled in advance and does not come in for that first appointment. Do you usually:

Automatically reschedule them for another interview appointment another day,	01
Notify them that they must schedule another interview,	02
Keep their case pending for a specific number of days to give them time to contact the office to reschedule an interview, or	03
Automatically deny the application?	04
OTHER [SPECIFY]	96
<hr/>	
DON'T KNOW	98

C3. If someone comes in at least 30 minutes late for their food stamp appointment with you, do you usually

Rescheduled their appointment for that same day, or	01
Reschedule the appointment for another day	02
Automatically deny the application	03
DON'T KNOW	98

- C4. Do you routinely offer telephone interviews or home interviews for persons with hardships?
- YES 01
- NO 00 [GO TO C6]
- DON'T KNOW 98
- C5. For which groups are telephone interviews or in-home interviews routinely offered? [CIRCLE ALL THAT APPLY]
PROBE: ANYONE ELSE?
- HOUSEHOLDS WITH ONLY ELDERLY INDIVIDUALS 01
- HOUSEHOLDS WITH ONLY DISABLED INDIVIDUALS 02
- TANF HOUSEHOLDS 03
- HOUSEHOLDS LACKING ACCESS TO TRANSPORTATION 04
- HOUSEHOLDS WITH EARNINGS OR OTHER WORK RELATED
COMMITMENTS THAT POSE A BARRIER TO COMING INTO THE OFFICE 05
- OTHER [SPECIFY] 96
-
- DON'T KNOW 98

C6. What changes could be made to your office procedures and policies that would increase the number of eligible individuals who come in to initially apply for food stamps? [CIRCLE ALL THAT APPLY]

PROBE: Anything Else?

EARLIER WEEKDAY OPENING TIMES	01
LATER WEEKDAY CLOSING TIMES	02
ADD WEEKEND HOURS	03
MORE STAFF	04
MORE OFFICE LOCATIONS	05
OUTSTATION STAFF IN OTHER AGENCIES	06
MORE CONVENIENT OFFICE LOCATION	07
MORE/BETTER OUTREACH EFFORTS	08
BETTER RECEPTION AREA	09
BETTER COORDINATION WITH OTHER AGENCIES	10
OTHER [SPECIFY]	96

NONE	00
DON'T KNOW	98

D. TRANSPORTATION ISSUES

This next set of questions are about the availability of public transportation to your office and the distance that clients have to travel.

- D1. What would you say is the furthest any of your clients have to travel from their homes to your office?
- Less than one mile, 01
- At least one, but less than five miles, 02
- At least five, but less than ten miles, 03
- At least ten, but less than twenty miles, or 04
- more than twenty miles 05
- DON'T KNOW 98
- D2. Is there public transportation available within ½ mile of your office?
- YES 01
- NO 00 [GO TO D4]
- DON'T KNOW 98
- D3. What would you estimate is the proportion of your clients who live in neighborhoods served by public transit routes that reach your office?
- All, 05
- At least three-fourths but not all, 04
- At least one-half but less than three-fourths, 03
- At least one-fourth but less than one-half, 02
- Less than one-fourth 01
- DON'T KNOW 98

- D4. Does your agency offer transportation assistance to help individuals come to your office for applications or recertifications?
- YES 01
- NO 00 [GO TO SECTION E]
- DON'T KNOW 98 [GO TO SECTION E]
- D5. For which clients is transportation assistance offered? [CIRCLE ALL THAT APPLY]
- THE ELDERLY 01
- THE DISABLED 02
- HOMELESS CLIENTS 03
- CLIENTS IN RURAL OR OUTLYING AREAS 04
- TANF PARTICIPANTS 05
- ANYONE WHO REQUESTS IT 06
- OTHER [SPECIFY] 96
- _____
- _____
- DON'T KNOW 98
- D6. What type of transportation assistance is available?
- CASH, VOUCHERS, OR TOKENS FOR PUBLIC TRANSIT 01
- FREE CAB RIDES 02
- VAN SERVICE 03
- OTHER [SPECIFY] 96
- _____
- _____
- DON'T KNOW 98

E. SERVICES AND PROCEDURES FOR PARTICULAR GROUPS OF CLIENTS

Now I would like to ask you some questions about immigrant households who come in to apply for food stamps.

- E1. In a typical month do you normally see individuals seeking food stamp services who are immigrants?
- YES 01
- NO 00 [GO TO E6]
- DON'T KNOW 98
- E2. Would you say that food stamp eligibility rules for immigrants are
- Very difficult to apply, 01
- Somewhat difficult to apply, or 02
- Not at all difficult to apply 03
- DON'T KNOW 98
- E3. Have you received any special training on how to conduct the food stamp eligibility determination for households where one or more of the applicants is not a U.S. citizen?
- YES 01
- NO 02
- DON'T KNOW 98
- E4. Is it routine for you to tell adult immigrant clients who apply for food stamps and are not eligible that they may be able to receive food stamps for their children?
- YES 01
- NO 00
- DON'T KNOW 98

E5.	If a legal immigrant appears ineligible because of when they entered the country do you	
	Tell them to complete an application, or	01
	Tell them not to bother applying	02
	OTHER [SPECIFY]	96

	DON'T KNOW	98
E6.	Now I want to ask you a few questions about Non-English speaking people who come to your office. In a typical month, do people who speak no or limited English come in to apply for food stamps?	
	YES	01
	NO	00 [GO TO SECTION F]
	DON'T KNOW	98
E7.	Are translators or bilingual caseworkers available in person or by telephone— to help such clients complete the application process?	
	YES	01
	NO	00
	DON'T KNOW	98

F. TANF APPLICANTS

The next set of questions concerns food stamp applicants who may also be eligible for or interested in applying for TANF benefits.

- F1. Do you tell any individuals interested in applying for TANF that they must explore alternative resources such as help from community agencies or other assistance programs before they apply for TANF?
- YES 01
- NO 00 [GO TO F5]
- OTHER [SPECIFY] 96
-
- DON'T KNOW 98
- F2. Among all clients you see who come in interested in applying for TANF what portion are required to explore alternative resources before applying for the program? Would you say:
- All, 05
- At least three-quarters but less than all of them, 04
- At least one-half but less than three-quarters, 03
- At least one-quarter but less than one-half, or 02
- Less than one-quarter 01
- DON'T KNOW 98
- F3. When you talk to them about exploring alternative resources before applying for TANF, do you usually encourage them to apply for food stamps that day, discourage them from applying for food stamps, or not mention food stamps at all?
- ENCOURAGE FOOD STAMP APPLICATION THAT DAY 01
- DISCOURAGE FOOD STAMP APPLICATION 02
- NOT MENTION FOOD STAMPS AT ALL 03
- OTHER [SPECIFY] 96
-
- DON'T KNOW 98

- F4. What proportion of your clients who came in interested in applying for TANF and did not apply for TANF at that time because they were required to explore alternative resources, completed the food stamp application process and had their food stamp eligibility determined? Would you say:
- More than three-quarters 05
- At least one-half but less than three-quarters, 04
- At least one-quarter but less than one-half, 03
- At least 5 percent, but less than one-quarter, or 02
- Less than 5 percent 01
- OTHER [SPECIFY] 96
-
- DON'T KNOW 98
- F5. Do you offer lump sum cash payments, expense vouchers, or other payments to certain clients in return for them agreeing not to become TANF recipients?
- YES 01
- NO 00 [IF APPLICANT MUST EXPLORE ALTERNATIVE RESOURCES
(F1 EQ 01) GO TO F9, ELSE GO TO F10]
- DON'T KNOW 98 [IF APPLICANT MUST EXPLORE ALTERNATIVE RESOURCES
(F1 EQ 01) GO TO F9, ELSE GO TO F10]
- F6. When you tell them about the rules for these available payments, do you usually encourage them to apply for food stamps, discourage them from applying for food stamps, or not mention food stamps at all?
- ENCOURAGE FOOD STAMP APPLICATION 01
- DISCOURAGE FOOD STAMP APPLICATION 02
- NOT MENTION FOOD STAMPS AT ALL 03
- OTHER [SPECIFY] 96
-
- DON'T KNOW 98

- F7. In a typical month, what proportion of your clients who are interested in applying and would likely be income eligible for TANF, receive these payments instead of becoming TANF recipients?
- More than three-quarters, 04
- At least one-half but less than three-quarters 03
- At least one-quarter but less than one-half 02
- At least one client, but less than one-quarter 01
- None 00 [GO TO F9]
- F8. Among your clients who accept this payment, what proportion would you estimate complete the food stamp application process and have their food stamp eligibility determined?
- More than three-quarters, 05
- At least one-half but less than three-quarters, 04
- At least one-quarter, but less than one-half, 03
- At least 5 percent but less than one-quarter, or 02
- Less than 5 percent 01
- DON'T KNOW 98
- F9. What changes could be made regarding how TANF applicants are told about [lump sum payments] [and] [about the requirement to explore alternative resources] that would result in more eligible clients receiving food stamp benefits?
PROBE: Anything Else?
- RESPONDENTS SUGGESTS CHANGES [SPECIFY] 01
- _____
- _____
- _____
- _____
- _____
- NONE 00
- DON'T KNOW 98

- F10. Now I would like to ask you about job search requirements for TANF applicants. Do you require any TANF applicants to conduct a job search before their TANF application is approved?
- YES 01
- NO 00 [GO TO SECTION G]
- OTHER [SPECIFY] 96
-
- DON'T KNOW 98 [GO TO SECTION G]
- F11. When you explain the job search requirement to them, do you encourage them to complete their food stamp application, discourage them from applying for food stamps, or not mention food stamps at all?
- ENCOURAGE THEM TO COMPLETE THEIR FOOD STAMP APPLICATION 01
- DISCOURAGE FOOD STAMP APPLICATION 02
- NOT MENTION FOOD STAMPS AT ALL 03
- OTHER [SPECIFY] 96
-
- DON'T KNOW 98
- F12. In a typical month, what proportion of TANF applicants are required to conduct job search before their TANF application can be approved?
- All 05
- At least three-quarters, but not all 04
- At least one-half, but less than three-quarters 03
- At least one-quarter, but less than one-half 02
- Less than one-quarter 01
- DON'T KNOW 98

F13.	For your clients who are required to conduct a job search do you routinely verify their job contacts by getting in touch with the employers they say they contacted?	
	YES	01
	NO	00
	OTHER [SPECIFY]	96
	<hr/>	
	DON'T KNOW	98
F14.	What proportion of those who you require to conduct an applicant job search for TANF would you estimate <u>complete</u> the food stamp application process and have their food stamp eligibility determined?	
	More than three-quarters,	05
	At least one-half but less than three-quarters	04
	At least one-quarter but less than one-half	03
	At least 5 percent, but less than one-quarter, or	02
	Less than 5 percent	01
	DON'T KNOW	98

G. NON-TANF FOOD STAMP JOB SEARCH REQUIREMENTS

The next set of questions is about requirements for non-TANF food stamp clients.

- G1. Do you and your office require any non-TANF food stamp applicants to conduct a job search or attend job search classes or workshops before their eligibility for food stamps can be determined?
- YES 01
- NO 00 [GO TO G4]
- DON'T KNOW 98 [GO TO G4]
- G2. For clients required to conduct job search, do you usually verify their job contacts by getting in touch with the employers they say they contacted?
- YES 01
- NO 00
- OTHER [SPECIFY] 96
-
- DON'T KNOW 98
- G3. Among your cases required to conduct job search activities before being approved for food stamps what proportion would you say come back, complete the food stamp application process and have their food stamp eligibility determined?
- More than three-quarters, 04
- At least one-half but less than three-quarters, 03
- At least one-quarter but less than one-half, 02
- At least one but less than one-quarter, or 01
- None 00
- DON'T KNOW 98

- G4. Thinking about the overall process of applying for food stamps, for all the types of cases you handle, what changes could be made to your office procedures and policies that would increase the number of eligible households who complete the food stamp application process?
PROBE: Anything Else?

RESPONDENT PROVIDED AN ANSWER [SPECIFY] 01

NONE 00

DON'T KNOW 98

H. VERIFICATION REQUIREMENTS

- H1. The next set of questions concerns verification requirements for information provided during the food stamp application process for your food stamp applicants who are also applying for TANF.

In order to verify household income, do you usually require food stamp applicants to have a special form completed by their employer or past employer?

YES 01

NO 00

DON'T KNOW 98

- H2. As a routine practice, do you usually directly contact a food stamp applicant's employer to verify earned income?

YES 01

NO 00

DON'T KNOW 98

- H3. In order to verify household circumstances, such as an address or the number of people in the household, do you usually require food stamp applicants to have a special form completed by a third party ?

YES 01

NO 02

DON'T KNOW 98

- H4. As a routine practice, do you usually directly contact a third party to verify an applicant's household circumstances?

YES 01

NO 02

DON'T KNOW 98

- H5. To verify shelter costs, do you usually require food stamp applicants to have a special form completed by their landlord and/or another third party?

YES 01

NO 02

DON'T KNOW 98

- H6. As a routine practice, do you usually directly contact a food stamp applicant's landlord or another third party to verify their shelter costs?
- YES 01
- NO 00
- DON'T KNOW 98
- H7. Do your non-TANF food stamp applicants have the same verification requirements as those just described for TANF food stamp applicants or are they different?
- THE SAME 01 [GO TO H14]
- DIFFERENT 02
- H8. The next set of questions concerns verification requirements for information provided during the food stamp application process for your non-TANF food stamp applicants.
In order to verify household income, do you usually require food stamp applicants to have a special form completed by their employer or past employer?
- YES 01
- NO 00
- DON'T KNOW 98
- H9. As a routine practice, do you usually directly contact a food stamp applicant's employer to verify earned income?
- YES 01
- NO 00
- DON'T KNOW 98
- H10. In order to verify household circumstances, such as an address or the number of people in the household, do you usually require food stamp applicants to have a special form completed by a third party ?
- YES 01
- NO 02
- DON'T KNOW 98

H11.	As a routine practice, do you usually <u>directly contact</u> a third party to verify an applicant's household circumstances?	
	YES	01
	NO	02
	DON'T KNOW	98
H12.	To verify shelter costs, do you usually require food stamp applicants <u>to have a special form completed</u> by their landlord and/or another third party?	
	YES	01
	NO	02
	DON'T KNOW	98
H13.	As a routine practice, do you usually <u>directly contact</u> a food stamp applicant's landlord or another third party to verify their shelter costs?	
	YES	01
	NO	00
	DON'T KNOW	98
H14.	Are there items in addition to those required for food stamps that a TANF applicant has to verify through third-party contacts before <u>TANF eligibility</u> can be determined?	
	YES	01
	NO	00 [GO TO H16]
	DON'T KNOW	98 [GO TO H16]
H15.	What items are these? [CIRCLE ALL THAT APPLY]	
	COMPLIANCE WITH CHILD SUPPORT	01
	CHILD IMMUNIZATIONS	02
	CHILD'S SCHOOL ATTENDANCE	03
	OWN SCHOOL ATTENDANCE IF A TEEN PARENT	04
	OTHER [SPECIFY]	96
	DON'T KNOW	98

- H16. Do you routinely provide applicants with written instructions about the verification documentation they need?
- YES 01
- NO 02
- DON'T KNOW 98
- H17. If one of your applicants has provided some of the needed documentation for determining food stamp eligibility but is still missing some items by the end of the 30 day processing period are they:
- Notified that items are missing before their application is denied, or 01
- Is their application denied without notice 02
- DON'T KNOW 98

- H18. What changes could be made to your office's requirements and practices for verification requirements for the Food Stamp Program that would result in more eligible food stamp clients completing the application process? [CIRCLE ALL THAT APPLY]
PROBE: Anything Else?

VERIFY FEWER ITEMS 01

PROVIDE MORE ASSISTANCE TO CLIENTS
IN OBTAINING VERIFICATION 02

PROVIDE CLEARER INFORMATION ON WHAT IS
REQUIRED OF CLIENTS 03

PROVIDE ACCESS TO A COPIER 04

ACCEPT A WIDER RANGE OF DOCUMENTS OR MATERIAL FOR
VERIFICATION PURPOSES 05

OTHER [SPECIFY] 96

NONE 00

DON'T KNOW 98

I. MEDICAL EXPENSE DEDUCTION FOR THE ELDERLY OR DISABLED

11. Do you provide elderly clients with written information or detailed verbal instructions describing what they need to do to claim the medical expense deduction for food stamps?

YES 01

NO 00

DON'T KNOW 98

12. Do you routinely provide any special additional assistance to elderly or disabled clients to help them compile the documentation needed to claim a medical expense deduction they may be eligible for?

YES 01

NO 00 [GO TO I3]

DON'T KNOW 98 [GO TO I3]

- 12a. What type of assistance do you provide? [CIRCLE ALL THAT APPLY]

REFERRALS TO OUTSIDE AGENCIES THAT HELP ELDERLY AND
DISABLED COMPILE NECESSARY DOCUMENTATION 01

REVIEW MEDICAL RECEIPTS 02

CALL MEDICAL PROVIDERS/PHARMACISTS DIRECTLY TO GET
INFORMATION ON EXPENSES 03

OTHER [SPECIFY] 96

DON'T KNOW 98

I3. Among all elderly or disabled applicants you see in a typical month, what percentage would you estimate claim the excess medical expense deduction?

More than 90 percent,	04
At least 50 percent but less than 90 percent,	03
At least 10 percent but less than 50 percent,	02
Less than 10 percent, but at least some, or	01
None	00
DON'T KNOW	98

J. SANCTIONS FOR VIOLATING TANF RULES

The next set of questions asks about cases where there might be food stamp penalties or “sanctions” for individuals participating in both the TANF and Food Stamp Programs.

- J1. Do you ever impose any sanctions on food stamp benefits for violations of TANF work requirements? Here we do not mean freezing the food stamp benefit level, but rather additional cuts or disqualifications applied to the food stamp benefits.

YES 01

NO 00

DON'T KNOW 98

- J2. Do you ever impose sanctions on food stamp benefits for violations of TANF requirements other than TANF work requirements? [NOTE TO INTERVIEWER IF THE RESPONDENT SAYS THE ONLY REASON THEY LOSE FOOD STAMPS BENEFITS IS IF THEY DON'T COME IN FOR RECERTIFICATION OR REAPPLICATION THE ANSWER SHOULD BE CODED AS NO]

YES 01

NO 00 [IF J1 EQ YES (01) GO TO J4 ELSE GO TO J5]

DON'T KNOW 98 [IF J1 EQ YES (01) GO TO J4 ELSE GO TO J5]

- J3. For which TANF rules?

FAILURE TO COOPERATE WITH CHILD SUPPORT 01

MINOR CHILD'S SCHOOL ATTENDANCE 02

TEEN PARENT'S SCHOOL ATTENDANCE 03

CHILD IMMUNIZATIONS 04

FAILURE TO ATTEND SCHOOL CONFERENCES 05

OTHER [SPECIFY] 96

DON'T KNOW 98

- J4. In a typical month, what proportion of your TANF clients have their food stamps sanctioned for violations of TANF work or other behavioral rules, excluding periodic recertification requirements?
- Less than 10 percent, but at least one client 01
- At least 10 percent, but less than 50 percent 02
- At least 50 percent, but less than 90 percent 03
- More than 90 percent 04
- DON'T KNOW 98
- J5. The next set of questions asks about TANF cases where the cash assistance case is closed for violating TANF rules.
Have you ever closed a TANF case for not complying with TANF work requirements or other rules, not including periodic recertification requirements.
- YES 01
- NO 00 [GO TO SECTION K]
- DON'T KNOW 98
- J6. When a food stamp eligible household's TANF case is closed because of a sanction during their food stamp certification period. Do you usually:
- Continue the household on food stamps until their certification period ends, 01
- Shorten the household's food stamp certification period to the one used for non-TANF households, 02
- Shorten the households's food stamp certification period to the end of next month, or do you 03 [GO TO J9]
- Close the food stamp case 04 [GO TO J8]
- OTHER [SPECIFY] 96
- _____
- DON'T KNOW 98

- J7. Does someone in the household usually
- Have to come to the office to have their benefits recalculated, or 01 [GO TO J9]
- Can the benefit levels be adjusted with information received by mail or over the
phone 02 [GO TO J9]
- DON'T KNOW 98 [GO TO J9]
- J8. When a client's food stamp case is closed due to a TANF sanction, do you usually notify them
that they may still be eligible for food stamps?
- YES 01
- NO 00
- DON'T KNOW 98
- J9. Among the households you serve whose case is closed due to a sanction, what proportion would
you estimate continue to receive food stamp benefits?
- More than three-quarters, 04
- At least one-half but less than three-quarters, 03
- At least one-quarter but less than one-half, or 02
- Less than one-quarter 01
- DON'T KNOW 98
- J10. Are there any special procedures, that I have not already mentioned, that you apply to the food
stamp cases of households that have their TANF case closed for failure to comply with TANF
rules?
- YES [SPECIFY] 01
- _____
- _____
- _____
- _____
- NO 00
- DON'T KNOW 98

K. TANF LEAVERS

The next set of questions asks what happens to food stamp cases when a household leaves TANF because an adult has gotten a job and your office is aware the client has become employed.

K1. If this household leaves TANF within its food stamp certification period, do you usually:

Keep the food stamp case open and <u>not</u> change the length of the certification period,	01
Shorten the household's certification period to the one used for non-TANF households with earned income,	02
Shorten the certification period to the end of next month, or	03 [GO TO K4]
Close the food stamp case	04 [GO TO K4]
OTHER [SPECIFY]	96

DON'T KNOW 98

K2. If no new information is in the case file on the household's changed income, does someone in the household usually

Have to come to the office to have their benefits recalculated or,	01
Can the benefit levels usually be adjusted with information received by mail or over the phone	02
OTHER [SPECIFY]	96

DON'T KNOW 98

K3. If your office has information in the case file on the income being received as a result of the job

Do they still have to come in, or	01 [GO TO K5]
Can you usually use the available information to redetermine their benefits . . .	02 [GO TO K5]
DON'T KNOW	98 [GO TO K5]

K4.	When these clients leave TANF, do you routinely notify them that they may still be eligible for food stamps and need to either recertify or reapply for food stamps?	
	YES	01
	NO	00
	DON'T KNOW	98
K5.	What proportion of your clients who have left TANF because they have found employment would you estimate continue to receive food stamps?	
	More than three-quarters,	04
	At least one-half but less than three-quarters,	03
	At least one-quarter but less than one-half,	02
	At least one but less than one-quarter,	01
	None	00
	DON'T KNOW	98

The next set of questions is about how you process the food stamp case of a household who voluntarily leaves TANF not due to employment.

K6.	Which of the following actions do you usually take when a household voluntarily leaves TANF? Do you...	
	Keep the food stamp case open and <u>not</u> change the length of the food stamp certification period	01
	Keep the food stamp case open and shorten the certification period to the one used for non-TANF households	02
	Keep the food stamp case open and shorten the certification period to the end of the next month, or	03 [GO TO K8]
	Close the food stamp case	04 [GO TO K8]
	OTHER [SPECIFY]	96
	<hr/>	
	DON'T KNOW	98

- K7. Does someone in the household usually
- Have to come to the office to have their benefits recalculated, 01 [GO TO K9]
- Can you adjust the benefits with information received by mail or over
the phone, or 02 [GO TO K9]
- Is no contact with the household usually necessary to recalculate the
household's food stamp benefits 03 [GO TO K9]
- DON'T KNOW 98 [GO TO K9]
- K8. When these clients leave TANF, do you routinely notify them that they may still be eligible for
food stamps and need to either recertify or reapply for food stamps?
- YES 01
- NO 00 [GO TO K9]
- OTHER [SPECIFY] 96
-
- DON'T KNOW 98 [GO TO K9]
- K9. What proportion of your clients who have left TANF voluntarily would you estimate continue to
receive food stamps?
- More than three-quarters, 04
- At least one-half but less than three-quarters, 03
- At least one-quarter but less than one-half, 02
- At least one but less than one-quarter, or 01
- None 00
- DON'T KNOW 98

K10. The next set of questions is about how you process the food stamp case of a household whose cash assistance case is closed because of a State TANF time limit. When a case is closed because of a TANF time limit do you

Continue the household as eligible for food stamps, until the food stamp certification period ends, 01

Shorten its food stamp certification period to the one for non-TANF households, 02

Shorten its food stamp certification period to the end of the next month, or . . . 03 [GO TO K12]

Close the food stamp case 04 [GO TO K12]

WORKER HAS NEVER CLOSED A CASE BECAUSE OF THE TIME LIMIT 00 [GO TO K14]

OTHER [SPECIFY] 96

DON'T KNOW 98

K11. Does someone in the household

Have to come to the office to have their benefits recalculated, 01 [GO TO K13]

Can you adjust the benefits with information received by mail or over the phone, or 02 [GO TO K13]

Is no contact with the household usually necessary to recalculate the household's food stamp benefits 03 [GO TO K13]

DON'T KNOW 98

K12. When these clients leave TANF, do you usually notify them that they may still be eligible for food stamps if they reapply?

YES 01

NO 00

DON'T KNOW 98

- K13. What proportion of your clients who have hit the TANF time limit would you estimate continued to receive food stamps after their TANF case was closed because of the time limit?
- More than three-quarters, 04
- At least one-half but less than three-quarters, 03
- At least one-quarter but less than one-half, 02
- At least one but less than one-quarter, or 01
- None 00
- DON'T KNOW 98
- K14. What changes could be made to your office's procedures that would increase the number of food stamp eligible individuals who continue to receive food stamps after leaving the TANF Program, either due to a job, voluntarily or after hitting the time limit? [CIRCLE ALL THAT APPLY]
PROBE: Anything Else?
- NEED TO CHANGE COMPUTER SYSTEM SO FOOD STAMP CASE DOES NOT
AUTOMATICALLY CLOSE WHEN CLIENT LEAVES TANF 01
- FOLLOW-UP FOR TANF LEAVERS TO INFORM THEM ABOUT THE DIFFERENCES IN
ELIGIBILITY REQUIREMENTS BETWEEN TANF AND FOOD STAMPS 02
- PROVIDE BETTER INFORMATION AT APPLICATION ABOUT THE DIFFERENCES
IN THE TWO PROGRAMS 03
- ENCOURAGE CLIENTS TO FIND OUT IF THEY CAN STILL GET FOOD STAMPS
IF THEY GET A JOB OR DECIDE THEY DON'T WANT TANF ANYMORE 04
- OTHER CHANGES [SPECIFY] 96
- _____
- _____
- _____
- _____
- _____
- _____
- NONE 00
- DON'T KNOW 98

L. NON-TANF PARTICIPATION REQUIREMENTS

The next set of questions is about sanctions for non-TANF food stamp households.

- L1. Do you sanction the food stamp benefits of non-TANF single-parent food stamp households for failure to cooperate with the child support agency?
- YES 01
- NO 00 [GO TO L3]
- DON'T KNOW 98 [GO TO L3]
- L2. Of your non-TANF households who have this requirement to cooperate with child support as a condition of their food stamp eligibility, for what proportion have you imposed a food stamp sanction for failing to cooperate with child support?
- More than three-quarters, 04
- At least one-half but less than three-quarters, 03
- At least one-quarter but less than one-half, 02
- At least one but less than one-quarter, or 01
- None 00
- DON'T KNOW 98
- L3. The next question asks about food stamp employment & training requirements that apply to clients who utilize your office. Is there a Food Stamp Employment and Training Program available for clients who utilize your office?
- YES 01
- NO 00 [GO TO SECTION M]
- DON'T KNOW 98 [GO TO SECTION M]

L4. In a typical month what proportion of your non-TANF clients who are required to participate in the Food Stamp E&T Program have their food stamp benefits sanctioned due to noncompliance with the food stamp E&T requirements?

More than three-quarters, 01

At least one-half but less than three-quarters, 02

At least one-quarter but less than one-half, 03

At least one but less than one-quarter, or 04

None 00

OTHER 96

DON'T KNOW 98

M. ABAWDs

The next set of questions asks about able-bodied adults without dependents who may be subject to a food stamp time limit.

M1. Do you usually follow-up with ABAWDs who have lost food stamp benefits due to the time limit to inform them of how to regain food stamp eligibility?

YES 01

NO 00 [GO TO M3]

DON'T KNOW 98 [GO TO M3]

M2. How do you follow-up with these ABAWDs? [CIRCLE ALL THATAPPLY]

A WRITTEN NOTICE IS SENT THEM 01

TELEPHONE CONTACT 02

OTHER [SPECIFY] 96

DON'T KNOW 98

M3. Thinking of those ABAWDs you have had in your caseload who have left the program due to the time limit, what proportion would you estimate have come back and regained eligibility through employment or participation in a qualifying E&T activity?

More than three-quarters, 04

At least one-half but less than three-quarters, 03

At least one-quarter but less than one-half, 02

At least one but less than one-quarter, or 01

None 00

DON'T KNOW 98

N. RECERTIFICATIONS

The next few questions are about the length of the certification period and the recertification process for food stamps.

- N1. Do you have any discretion in the length of the food stamp certification period or is the length of the certification period set by office policy for each type of food stamp client you serve?
- HAVE DISCRETION 01
- SET BY OFFICE POLICY 02 [GO TO N3]
- DON'T KNOW 98
- N2. For what types of clients do you set a shorter certification period than the standard at your office?
- CLIENTS WITH FLUCTUATING INCOME 01
- CLIENTS I ASSUME TO BE ERROR PRONE 02
- OTHER CRITERIA [SPECIFY] 96
-
- DON'T KNOW 98
- N3. Are clients
- Assigned a time and date for recertification, 01
- Can they schedule an appointment, or 02
- Are they assigned a time and date but can reschedule 03
- OTHER [SPECIFY] 96
-
- DON'T KNOW 98

N4.	If one of your clients misses their recertification appointment do you	
	Automatically schedule a 2 nd appointment,	01
	Notify them that they must reschedule,	02
	Notify them that their food stamp benefits are being discontinued and they will have to reapply if they want to get food stamps again, or	03
	Close the case when the certification period ends without any additional notice to the client	04
	OTHER [SPECIFY]	96
	<hr/>	
	DON'T KNOW	98
N5.	If a client comes in at least 30 minutes late for their recertification appointment do you <u>usually</u>	
	Reschedule their appointment for that same day, or	01
	Have them come back to have their appointment another day	00
	DON'T KNOW	98
N6.	If your client does not respond to a recertification notice do you normally contact them by telephone to inform them of their need to recertify?	
	YES	01
	NO	00
	DON'T KNOW	98
N7.	When households are usually required to have an in-person recertification interview, do you routinely offer telephone interviews or home interviews to persons with hardships?	
	YES	01
	NO	00 [GO TO N9]
	DON'T KNOW	98 [GO TO N9]

- N8. For which groups do you routinely offer telephone interviews or in-home interviews? [CIRCLE ALL THAT APPLY]
- HOUSEHOLDS WITH ONLY ELDERLY INDIVIDUALS 01
- HOUSEHOLDS WITH ONLY DISABLED INDIVIDUALS 02
- TANF HOUSEHOLDS 03
- HOUSEHOLDS LACKING ACCESS TO TRANSPORTATION 04
- HOUSEHOLDS WITH EARNINGS OR OTHER WORK RELATED
COMMITMENTS THAT POSE A BARRIER TO COMING INTO THE OFFICE 05
- OTHER [SPECIFY] 96
-
- DON'T KNOW 98
- N9. What changes could be made to your office's recertification procedures that would decrease the number of food stamp eligible individuals who drop out of the Food Stamp Program because they do not complete recertification? [CIRCLE ALL THAT APPLY]
- LENGTHEN CERTIFICATION PERIODS 01
- REQUIRE CLIENTS TO COME INTO THE OFFICE FOR
RECERTIFICATION LESS OFTEN 02
- OTHER [SPECIFY] 96
-
- DON'T KNOW 98
- NONE 00

O. ACCESS PERCEPTION QUESTIONS

The next set of questions asks for your opinions on a variety of issues.

I am going to read a series of statements, please tell me whether you strongly agree, agree, disagree or strongly disagree with each one.

- O1. Being on food stamps encourages dependency.
- | | |
|-------------------------|----|
| STRONGLY AGREE | 01 |
| AGREE | 02 |
| DISAGREE | 03 |
| STRONGLY DISAGREE | 04 |
| DON'T KNOW | 98 |
- O2. The size of my caseload makes it difficult for me to help people as much as I would like to.
- | | |
|-------------------------|----|
| STRONGLY AGREE | 01 |
| AGREE | 02 |
| DISAGREE | 03 |
| STRONGLY DISAGREE | 04 |
| DON'T KNOW | 98 |
- O3. People who stop receiving TANF often also leave the Food Stamp Program without us knowing whether they are still eligible for food stamps.
- | | |
|-------------------------|----|
| STRONGLY AGREE | 01 |
| AGREE | 02 |
| DISAGREE | 03 |
| STRONGLY DISAGREE | 04 |
| DON'T KNOW | 98 |

O4.	People who leave TANF and are potentially eligible for food stamps should be actively encouraged to apply for food stamps.	
	STRONGLY AGREE	01
	AGREE	02
	DISAGREE	03
	STRONGLY DISAGREE	04
	DON'T KNOW	98
O5.	Immigrants should not get food stamps until they become citizens.	
	STRONGLY AGREE	01
	AGREE	02
	DISAGREE	03
	STRONGLY DISAGREE	04
	DON'T KNOW	98
O6.	The set-up of our computer generated notices sometimes results in people losing food stamp benefits they are eligible for.	
	STRONGLY AGREE	01
	AGREE	02
	DISAGREE	03
	STRONGLY DISAGREE	04
	DON'T KNOW	98
O7.	Our office actively discourages clients from becoming TANF recipients.	
	STRONGLY AGREE	01
	AGREE	02
	DISAGREE	03
	STRONGLY DISAGREE	04
	DON'T KNOW	98

O8.	It is hard for clients who work to do what needs to be done to apply for food stamps.	
	STRONGLY AGREE	01
	AGREE	02
	DISAGREE	03
	STRONGLY DISAGREE	04
	DON'T KNOW	98
O9.	It is hard for eligible working clients to do what is required to stay on the Food Stamp Program once they are participating.	
	STRONGLY AGREE	01
	AGREE	02
	DISAGREE	03
	STRONGLY DISAGREE	04
	DON'T KNOW	98
O10.	In the past few years it has become more difficult for eligible people to get on the Food Stamp Program.	
	STRONGLY AGREE	01
	AGREE	02
	DISAGREE	03 [GO TO O13]
	STRONGLY DISAGREE	04 [GO TO O13]
	DON'T KNOW	98 [GO TO O13]

O11. For which groups of people do you think it has become more difficult to get food stamps in recent years? [CIRCLE ALL THAT APPLY]

ALL GROUPS 01

THE WORKING POOR 02

FAMILIES WITH CHILDREN 03

THE ELDERLY 04

SINGLE ADULTS WITHOUT CHILDREN 05

OTHER [SPECIFY] 96

DON'T KNOW 98

O12. What do you think are the most important reasons that it has become more difficult for people to get food stamps in recent years?

DON'T KNOW 98

O13. Is there any policy or procedure that your office has implemented, that we have not already covered in our survey, to improve access to the Food Stamp Program for any specific groups or for the eligible population in general?

YES 01

NO 02 [GO TO SECTION P]

DON'T KNOW 98 [GO TO SECTION P]

O14. Please briefly describe this policy and its purpose.

DON'T KNOW 98

P. RESPONDENT DEMOGRAPHICS

Finally I have a few questions about you. These questions will just be used to group your responses with people with similar characteristics.

P1. [RECORD WITHOUT ASKING] RESPONDENT IS

FEMALE 01

MALE 02

P2. How old are you? _____ YEARS

P3. What is the highest level of education you have completed?

GED 01

HIGH SCHOOL DIPLOMA 02

SOME COLLEGE 03

ASSOCIATE'S DEGREE 04

BACHELOR'S DEGREE 05

GRADUATE DEGREE 06

VOCATIONAL SCHOOL 07

P4. What year did you begin working in this office as a caseworker responsible for food stamp cases? _____

P5. Was this your first job in an office that handles food stamp cases?

YES 01 [GO TO CLOSING]

NO 00

P6. What year did you first work as a casework responsible for food stamp cases? _____

DON'T KNOW 98

CLOSING

Thank you for participating in the survey. We appreciate that you took time out from your schedule to answer our questions.

TIME INTERVIEW COMPLETED:

____:____

AM...01

PM...02

Food Stamp Office Observation Record

A. Office Location and Accessibility

A1. Are there street signs on all the intersections surrounding the building?

- ☐ Yes, on all intersections
- ☐ Yes, on some intersections
- ☐ No, not on any intersections

A2a. Does the building have a sign outside indicating the name of the office?

- ☐ Yes
- ☐ No

A2b. Is the street number on the outside of the building?

- ☐ Yes
- ☐ No

A3. What type of neighborhood is the building located in?

- ☐ Business district or mainly business/retail
- ☐ Combination business/residential (some business, some residential)
- ☐ Mainly residential
- ☐ Not sure

A4. Is there a parking lot for applicants who drive to the office?

- ☐ Yes
- ☐ No

A5. Is the parking free?

- ☐ Yes
- ☐ No

A6. Is handicapped parking available?

- ☐ Yes
- ☐ No

A7. Is the building accessible for wheelchairs (ramp, elevators, etc.)?

- ☐ Yes
- ☐ No

A8. Additional notable comments about the building location and accessibility:

B. Reception Area for Food Stamp Applicants

B1. Is there **one** reception area in the building where applicants for **all** programs go?

- ☐ Yes (*Go to B1a*)
☐ No (*Go to B2*)

B1a. Are there signs at the entrance to the building directing applicants to the reception area?

- ☐ Yes (*Go to B5*)
☐ No (*Go to B5*)

B2. Which programs share a reception area?

Put a "1" in all boxes for programs that share the first reception area. Put a "2" in all boxes for programs that share a second reception area, etc.

- ☐ Food stamps
- ☐ TANF (*insert name of state program*)
- ☐ Medicaid
- ☐ SCHIP (*insert name of state program*)
- ☐ General Assistance (*insert name of state program*)
- ☐ SSI
- ☐ Child support enforcement
- ☐ Other (*Specify:*) _____
- ☐ Other (*Specify:*) _____
- ☐ Other (*Specify:*) _____

B3. Are the different reception areas in the same building?

- ☐ Yes
☐ No (*Go to B4*)

B3a. Are they on the same floor?

- ☐ Yes
☐ No

B4. Are there signs at the entrance to the building directing applicants to the different reception areas?

- ☐ Yes
☐ No (*Go to B5*)

B4a. Do the signs indicate which area different types of applicants should go to?

- ☐ Yes
☐ No

B5. Is general information about the Food Stamp Program available in the reception area (posters, pamphlets, videotapes, etc.)? (*Check yes or no in matrix below*)

B5a. Are these items available in other languages?

Material(s)	Available In Reception Area?	Available in Other Languages?
Posters	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
Pamphlets/brochures	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
Videotapes	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
Other (<i>Specify:</i>) _____ _____	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No

B6. Is there information (posters, pamphlets, etc.) in the food stamp office reception area or in other parts of the building which indicates that households that do not receive TANF may still qualify for food stamps? (*Check yes or no in matrix below*)

B6a. Are these materials (posters, pamphlets, etc.) displayed/available in languages other than English?

Material(s)	In Reception Area?	Other Parts of Building?	In languages other than English?
Posters	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
Pamphlets/brochures	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
Other (<i>Specify:</i>) _____ _____	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No

B7. Is there information (posters, pamphlets, etc.) in the food stamp office reception area describing the food stamp eligibility rules for legal immigrants? *(Check yes or no in the matrix below.)*

B7a. Are these materials available in languages other than English?

B7b. Is there information describing the food stamp eligibility rules for children of immigrants whose parents are not eligible for food stamps?

B7c. Are these materials available in languages other than English?

Material(s)	Legal Immigrants		Children of Ineligible Immigrants	
	B7. In Reception Area?	B7a. In languages other than English?	B7b. In Reception Area?	B7c. In languages other than English?
Posters	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
Pamphlets/brochures	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
Other (<i>Specify:</i>) _____ _____	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No

B8. Are there toys or materials for children to play with?

- ☐ Yes
- ☐ Yes, but not enough or not in good condition
- ☐ Yes, but only books/magazines (no toys)
- ☐ No

B9. Is there a space for children to play?

- ☐ Yes, dedicated play area within the reception area
- ☐ Yes, but floor space only
- ☐ Space for children to play is quite limited

B10. Are restrooms handicapped accessible?

- ☐ Yes
- ☐ No

B11. Do restrooms have a diaper changing area?

- ☐ Yes
- ☐ No

C. Reception Area Waiting Times

Complete for three separate observation periods in each reception area.

Observation Period #1:

Date: ____ / ____ /20____ Time: ____:____ am / pm to ____:____ am / pm

C1. How many Food Stamp office workers manage the reception area responsibilities?

- ☐ There is only one worker and a relief worker to cover breaks.
- ☐ There are generally ____ (number of workers) managing the reception area.
- ☐ There is one main worker and an assistant for busy periods
- ☐ Other (Specify): _____

C2. Is there a waiting line at the food stamp reception area?

- ☐ Yes, always
- ☐ Yes, at certain times: _____
- ☐ No lines (*Skip to C4*)

C3. About how long does a person wait to speak to a receptionist? *Time ten people and calculate average.*

____ (Minutes)

C4. Are there a sufficient number of seats in the reception area?

- ☐ Yes, seats always available
- ☐ No, there are always some people standing
- ☐ It varies. People standing at:

_____ : _____	am / pm	to	_____ : _____	am / pm
_____ : _____	am / pm	to	_____ : _____	am / pm
_____ : _____	am / pm	to	_____ : _____	am / pm
_____ : _____	am / pm	to	_____ : _____	am / pm

Observation Period #2:

Date: ____ / ____ /20____ Time: ____:____ am / pm to ____:____ am / pm

C1. How many Food Stamp office workers manage the reception area responsibilities?

- ☐ There is only one worker and a relief worker to cover breaks.
- ☐ There are generally ____ (number of workers) managing the reception area.
- ☐ There is one main worker and an assistant for busy periods
- ☐ Other (Specify): _____

C2. Is there a waiting line at the food stamp reception area?)

- ☐ Yes, always
- ☐ Yes, at certain times: _____
- ☐ No lines (*Skip to C4*)

C3. About how long does a person wait to speak to a receptionist? *Time ten people and calculate average.*

_____ (Minutes)

C4. Are there a sufficient number of seats in the reception area?

- ☐ Yes, seats always available
- ☐ No, there are always some people standing
- ☐ It varies. People standing at:

_____	:	_____	am / pm	to	_____	:	_____	am / pm
_____	:	_____	am / pm	to	_____	:	_____	am / pm
_____	:	_____	am / pm	to	_____	:	_____	am / pm
_____	:	_____	am / pm	to	_____	:	_____	am / pm

Observation Period #3:

Date: _____ / _____ /20_____ Time: _____:_____ am / pm to _____:_____ am / pm

C1. How many Food Stamp office workers manage the reception area responsibilities?

- ☐ There is only one worker and a relief worker to cover breaks.
- ☐ There are generally _____ (number of workers) managing the reception area.
- ☐ There is one main worker and an assistant for busy periods
- ☐ Other (Specify): _____

C2. Is there a waiting line at the food stamp reception area?

- ☐ Yes, always
- ☐ Yes, at certain times: _____
- ☐ No lines (*Skip to C4*)

C3. About how long does a person wait to speak to a receptionist? *Time ten people and calculate average.*

_____ (Minutes)

C4. Are there a sufficient number of seats in the reception area?

- ☐ Yes, seats always available
- ☐ No, there are always some people standing
- ☐ It varies. People standing at:

_____	:	_____	am / pm	to	_____	:	_____	am / pm
_____	:	_____	am / pm	to	_____	:	_____	am / pm
_____	:	_____	am / pm	to	_____	:	_____	am / pm
_____	:	_____	am / pm	to	_____	:	_____	am / pm

D. Reception Area Activities

D1. Are applications for food stamps and TANF (*insert name of state program*) available in the reception area?

	Combined Food Stamp and TANF application	Food Stamp-only Application	TANF-only Application
Yes, passed out by receptionist	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Yes, applicants may pick up from counter/walls	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
No, not available in reception area	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other (<i>Specify:</i> _____) _____)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

D2. Are the people completing applications provided with a writing surface (clipboard, table, etc.)?

- ☐ Yes
- ☐ No

D3. Are pens available for people completing their application?

- ☐ Yes
- ☐ No